

# Carbon Black.

## SUCCESS STORY

# R1 RCM Continues to Grow with Carbon Black



### INDUSTRY

Healthcare

### COMPANY SIZE

16,000+ employees

### SECURITY CHALLENGES

- + Replace traditional AV
- + Proper IT hygiene

### PRODUCT

CB Defense  
CB LiveOps  
CB Protection  
CB Response

### KEY BENEFITS

- + Zero impact to CPU, memory or production time
- + Ease of use on an enterprise scale

### Summary

For the past four years R1 RCM, a revenue cycle management company for hospitals, has been leveraging Carbon Black to protect the organization and its endpoints. The company recently expanded to the CB Predictive Security Cloud (PSC), Carbon Black's cloud-native endpoint protection platform (EPP), to achieve greater control of their environment.

### A Continued Partnership

Peter Ramadan, Global Lead, IT Security at R1 RCM, realized the potential of partnering with Carbon Black after using application control product CB Protection on just 70 servers. When R1 RCM needed to replace the rest of their traditional antivirus (AV) products, Ramadan researched solutions by attending user groups and gathering research from analysts. He soon discovered that Carbon Black was the option the team should continue to work with, given their next-generation AV and real-time endpoint query and remediation solutions on the CB PSC.

"CB Defense very much fit our profile for our company," said Ramadan. What drew them in was the ease of being able to manage their systems. "The return on investment (with Carbon Black) has yielded great results," claimed Ramadan. Deployment was incredibly easy and the servers were up and running within a week. R1 RCM experienced zero impact on their CPU, memory or production time, and Ramadan even noticed more issues being caught. More importantly, "One of the best benefits," Ramadan says, "is being able to educate our users (more efficiently) and know that they will have to follow a security hygiene."

Not having to manage their back-end infrastructure is another benefit of a cloud-based endpoint solution for R1 RCM. "It's like having an extra team member helping to support all of our systems," says Ramadan. "It allows our team to spend more time on incident response, fine-tuning our system, etc., knowing that the infrastructure is always going to be taken care of by our vendor."



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*Peter Ramadan*

*Global Lead, IT Security*

*R1 RCM*

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## **Staying on Top of Emerging Threats**

“The biggest thing I’ve realized when it comes to emerging threats for Carbon Black is the incredible involvement in the community,” says Ramadan. With the various threat intelligence services that are constantly feeding into Carbon Black applications, R1 RCM is able to stay ahead of emerging threats and be alerted when these threats are happening. Ramadan requires that all analysts on his team subscribe to one of Carbon Black’s threat intelligence services, the CB Threat Analysis Unit (TAU) Threat Intelligence Notifications (TIN). Thanks to the active community, the team gets threat information and advice quickly, such as writing watchlists, implementing rules and finding different identifiers in Carbon Black to help defend against new types of malware. “The CB TAU-TINs (and the greater Carbon Black community) tend to be very much on top of it and we’ve been yielding great results from that subscription,” says Ramadan.

## **Conclusion**

From using Carbon Black over the years, Ramadan can appreciate the value of Carbon Black and can’t imagine a life without it. Carbon Black training has enabled the team to apply what they’ve learned immediately to all of their systems, and according to Ramadan, “the opportunity to take a virtual class allows us to have flexibility in our busy schedules, especially for my analysts working overseas.” When asked how easy Carbon Black has been to use, because of the user interface (UI) aesthetic and swift click-through learning features, Ramadan replied, “you don’t have to make a UI too complicated in order to get as much value and Carbon Black really drills down on that.”

Discover more companies who have found success with Carbon Black visit: [carbonblack.com/why-cb/customer-success](https://carbonblack.com/why-cb/customer-success)

## **About Carbon Black**

Carbon Black (NASDAQ: CBLK) is a leader in cloud endpoint protection dedicated to keeping the world safe from cyberattacks. The CB Predictive Security Cloud (PSC) consolidates endpoint security and IT operations into an end-point protection platform (EPP) that prevents advanced threats, provides actionable insight and enables businesses of all sizes to simplify operations. By analyzing billions of security events per day across the globe, Carbon Black has key insights into attackers’ behaviors, enabling customers to detect, respond to and stop emerging attacks.

More than 5,600 global customers, including approximately one third of the Fortune 100, trust Carbon Black to protect their organizations from cyberattacks. The company’s partner ecosystem features more than 500 MSSPs, VARs, distributors and technology integrations, as well as many of the world’s leading IR firms, who use Carbon Black’s technology in more than 500 breach investigations per year.

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# **Carbon Black.**

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