



CUSTOMER STORY



### Industry

Healthcare

### Region

Americas

### Size

Enterprise (Large)

### Products

Managed Threat  
Complete

# SECURING HEALTHCARE: HOW RAPID7 TRANSFORMED M PHYSICIANS' CYBERSECURITY



# OVERVIEW

## From Patient Care to Data Protection

For more than two decades, University of Minnesota Physicians (M Physicians) has been the multi-specialty group practice for the University of Minnesota Medical School, delivering high-quality, innovative care to patients across the State and beyond. With world-leading experts in a broad range of specialties and primary care, M Physicians is dedicated to advanced treatments and patient-centered approaches.

Operating specialty and family medicine clinics with a team of over 2,000 physicians and advanced practice providers (APPs), M Physicians generates significant revenue to support medical research and education. The sensitive nature of healthcare data puts their cybersecurity efforts, led by Tennelle Anderson, Director of IT Infrastructure & Information Security, at the heart of their operations.

However, with a small team and a vast IT landscape, ensuring the protection of this critical data presented growing challenges.



**DELIVERING  
HIGH-  
QUALITY,  
INNOVATIVE  
CARE TO  
PATIENTS  
ACROSS THE  
STATE AND  
BEYOND**

**OPERATING WITH A TEAM OF  
OVER 2,000  
PHYSICIANS AND ADVANCED  
PRACTICE PROVIDERS (APPS)**

# THE CHALLENGE

## **A Cure for Cybersecurity Headaches**

The limitations of their initial security solution soon became apparent. Initially, M Physicians adopted a security solution that seemed promising, but it soon fell short in several critical areas.

The most pressing was the lack of visibility and cumbersome reporting capabilities, making it difficult for the team to respond to threats in real time. Anderson noted, “It was just not easy to use their portal and reporting. When we used their vulnerability scanning, I had to spend days reformatting the data to understand it and make it usable.”

Additionally, integration challenges with essential tools, like their JIRA ticketing system, hindered workflows and delayed responses.

As incidents grew more frequent and severe, M Physicians’ trust in their previous provider eroded. High-severity alerts went unresolved for too long, and communication gaps left the team frustrated.

**THE NEED FOR A SOLUTION THAT  
COMBINED RELIABILITY, EASE OF USE,  
AND STREAMLINED OPERATIONS  
BECAME URGENT.**



# THE SOLUTION

## **Rapid7's Managed Threat Complete in Action**

M Physicians turned to Rapid7's Managed Threat Complete (MTC), a comprehensive, fully managed security solution integrating InsightVM, 24/7 monitoring, and a powerful SIEM solution with InsightIDR, along with InsightConnect for automated incident response. This all-in-one solution provided the visibility, flexibility, and comprehensive coverage M Physicians needed.

## **Visibility that Empowers Smarter Decision-Making**

With Rapid7's MTC solution, M Physicians gained deeper visibility into their security environment, empowering them to make data-driven decisions and prioritize threats more effectively. Anderson shared, "The first thing I liked about the product is how much more we can see." The team leveraged custom queries and alerts tailored to their specific needs, making proactive threat identification a reality.

## **A Partner That's Always There**

One of the standout benefits for M Physicians was Rapid7's consistent, expert support throughout the transition and beyond.

Anderson appreciated having a dedicated advisor from the start, saying, "Having the same advisor from the start has been invaluable. We have monthly check-ins, and he brings us insights that are specific to our environment, helping us improve our security posture."

This continuity helped M Physicians build trust in their security journey, eliminating the disruptions that often come with changing advisors.

## **Confidence Restored**

Thanks to Rapid7's solutions, M Physicians regained full confidence in their ability to detect and respond to security threats. Anderson summed it up best: "With Rapid7, I no longer worry that things are being missed. I always get quick answers to my questions, and I know our vulnerabilities are being actively managed."

With a secure environment and clearer insights, M Physicians can now focus on their core mission of providing exceptional care while supporting medical research and education.



**With Rapid7, I no longer worry that things are being missed. I always get quick answers to my questions, and I know our vulnerabilities are being actively managed."**

Tennelle Anderson, Director of IT Infrastructure & Information Security



# THE BOTTOM LINE

With Rapid7, M Physicians transformed their cybersecurity program from frustrating and inefficient to robust, streamlined, and highly effective. Through improved visibility, tailored insights, and dedicated support, they've safeguarded patient data while reinforcing their commitment to innovation and care. Rapid7 is here for that.

## About Rapid7

Rapid7 is creating a more secure digital future for all by helping organizations strengthen their security programs in the face of accelerating digital transformation. Our portfolio of best-in-class solutions empowers security professionals to manage risk and eliminate threats across the entire threat landscape from apps to the cloud to traditional infrastructure to the dark web. We foster open source communities and cutting-edge research—using these insights to optimize our products and arm the global security community with the latest in attacker methodology. Trusted by more than 11,000 customers worldwide, our industry-leading solutions and services help businesses stay ahead of attackers, ahead of the competition, and future-ready for what's next.



**View more  
success stories.**

**CUSTOMER STORIES**



### PRODUCTS

Cloud Security  
XDR & SIEM  
Threat Intelligence  
Vulnerability Risk Management

Application Security  
Orchestration & Automation  
Managed Services

### CONTACT US

[rapid7.com/contact](https://rapid7.com/contact)

To learn more or start a free trial, visit:  
[rapid7.com/try/insight](https://rapid7.com/try/insight)