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**Customer**

Prime Therapeutics

**Highlights**

With ServiceNow, healthcare company eliminates vulnerabilities quicker and more reliably

**Headquarters**

Eagan, Minnesota

**Geographies**

United States

**Business**

Healthcare

**Challenges**

- Relied on spreadsheets and emails to manage the remediation of vulnerabilities

**Solution**

ServiceNow Security Operations

**Results**

- Significantly enhanced the security of mission-critical assets
- Created a highly structured, efficient process and know exactly where each vulnerability stands and what IT is doing to fix it
- Can now prioritize vulnerabilities that affect sensitive medical and financial data

## Prime Therapeutics Takes the Lead in Fending Off Cyberattacks

Prime Therapeutics is one of America’s leading pharmacy benefits managers, serving nearly 20 million people across the nation. The company manages benefits for employers, health plans, and government programs—including Medicaid and Medicare. Prime helps people get the medicine they need to feel better and live well. In addition to processing claims, the company delivers medicine to members and offers clinical services to people with complex medical conditions. Prime is jointly owned by 14 Blue Cross and Blue Shield plans, subsidiaries, and affiliates.

As a trusted healthcare provider, Prime is committed to the privacy of members’ data. This is a key part of their promise to customers and is also a crucial regulatory requirement. Because of this, the company invests heavily in security to protect critical medical information from malicious attacks. This includes continually scanning their IT infrastructure for vulnerabilities and automatically identifying software upgrades and patches needed to stay abreast of a growing range of security threats.

**Spreadsheets and Emails Don’t Work**

Vulnerability scanning tools such as Qualys can pinpoint tens of thousands of vulnerabilities. While they do a great job at finding vulnerabilities, they don’t manage the process of remediating them. Instead, security teams rely on manual processes—sending separate spreadsheets to each IT system owner, highlighting the vulnerabilities that the owner needs to fix.

According to Cameron Kracke, Prime Therapeutics’ Senior Director, Information Security Operations, “It’s an industrywide problem. If you rely on spreadsheets and emails, there’s no easy way to track progress and things fall through the cracks. There’s no process to drive closure and no accountability, which means it can take weeks or even months before vulnerabilities are fixed.”

**ServiceNow Structures and Accelerates Remediation**

Prime knew there had to be a better way. Kracke says, “Prime was already using ServiceNow for ITSM. By adding the vulnerability response capabilities in ServiceNow Security Operations, we could automate the critical link between security and IT, dramatically reducing remediation times and ensuring nothing was missed.”

Now, Prime scans their IT environment, and automatically uploads vulnerability information to ServiceNow. Then ServiceNow assigns each vulnerability to the right IT owner based on the affected assets and drives the entire remediation workflow.

“Keeping members’ data secure is our top priority. That’s why we chose ServiceNow. It gives us a structured, efficient way of eliminating vulnerabilities. We fix things more quickly and nothing slips between the cracks.”

—Cameron Kracke, Senior Director, Information Security Operations, Prime Therapeutics

According to Kracke, “With ServiceNow, Prime has created a highly structured, efficient process. We know exactly where each vulnerability stands and what IT is doing to fix it. If there are delays, we find out right away and can take corrective action. And, ServiceNow gives us a complete audit trail from initial detection to final remediation, allowing us to build confidence with our business stakeholders and industry regulators.”

#### **Focusing On What Matters**

With ServiceNow, Prime is also able to prioritize vulnerabilities that affect sensitive medical and financial data. Because each vulnerability is attached to its corresponding asset in the ServiceNow Configuration Management Database, they will instantly see its business context, including affected business services and related configurable items.

“By focusing on what matters most, Prime can significantly enhance the security of our most mission-critical assets. And, this is another win-win for security and IT – this type of business visibility is critical across the board, whether you’re dealing with service availability, security incidents, or vulnerabilities,” said Kracke enthusiastically.

“Keeping members’ data secure is our top priority. That’s why we chose ServiceNow. It gives us a structured, efficient way of eliminating vulnerabilities. We fix things more quickly and nothing slips between the cracks.”