

Case Study

Healthcare Provider Transforms Network Security and Automation with Tufin



Limited Audit Reporting and Lacking Integration With Ticketing Systems

This leading healthcare organization struggled with its previous network security solution for many years. The incumbent solution failed to provide the necessary scalability and automation required for their complex infrastructure. Key challenges included:

- Limited Audit Reporting Capabilities:** The network security team was unable to quickly and consistently provide audit reports to the compliance team, leading to wasted resources and missed compliance reporting deadlines.
- Inadequate Troubleshooting Features:** Network administrators couldn't prioritize network security efforts, leading to delays and inefficiencies in network management.
- Unreliable Automation:** The inability to deploy network change workflows and integrate ServiceNow hindered automation goals, resulting in manual processes that stretched change windows and introduced risk.
- Lack of Visibility and Scale:** The existing system couldn't automatically detect and manage firewalls across the hybrid-cloud environment, leaving gaps in network oversight and security.

This organization recognized the urgent need for a solution to support automation, ensure comprehensive network visibility, and reduce the manual workload on its team. The ultimate goal was to increase operational agility, ensure compliance, and enhance security to focus resources on mission-critical tasks.

Reliable Reporting and Customized Network Change Workflows

Key requirements identified by the healthcare provider included:

- Enhanced Reporting:** A system capable of generating and accessing reports in minutes rather than days.
- Rapid Troubleshooting:** Reduce Mean Time to Resolution (MTTR) by streamlining the process of identifying and resolving network issues.
- Customizable Workflows and Automation:** Integration with ServiceNow was critical for enabling a smooth, zero-touch change automation process.
- Scalability and Comprehensive Firewall Management:** The new solution needed to accommodate the organization's large network, providing continuous detection of new firewalls and their connectivity.

About the Organization

- Industry**
Healthcare
- Size**
300,000 employees
- Scope**
186 hospitals and ~2,400 outpatient facilities across 20 states and the UK

Continuous Audit Readiness

Following a thorough Proof of Concept (PoC), Tufin was selected based on its ability to handle the healthcare provider's network complexity and scale effectively. Tufin's architecture and operational model provided several advantages:

- **Ease of Use and Automation:** Tufin's intuitive interface enabled swift onboarding for over 200 users, enabling them to quickly become effective at managing tasks without the need for extensive training.
- **Comprehensive Reporting Capabilities:** With Tufin, administrators are able to access compliance and policy information rapidly, ensuring continuous audit readiness and a timely response to network incidents.
- **ServiceNow Integration:** Tufin's API ease-of-use allows seamless integration with ServiceNow, enabling the desired zero-touch automation and reducing manual work.

Rapid Network Insights and Specified Network Change Processes

With Tufin, the healthcare provider achieved a swift transformation in their network security and automation capabilities:

1. **Enhanced Efficiency:** Reports that previously took days—or weren't possible to generate—are now completed in minutes, providing faster access to network insights.
2. **Scalable Automation and Integration:** Custom workflows with ServiceNow allow the provider to fully automate key processes, including network access requests and rule decommission, reducing manual work and minimizing risk.
3. **Comprehensive Visibility:** The healthcare provider's network topology is mapped accurately, enabling faster troubleshooting and response times, while promoting a proactive approach to network security.

Efficient Resource Use and Continuous Compliance

The Tufin solution enabled this healthcare provider to:

- **Boost Operational Agility:** Empowered with rapid reporting and comprehensive automation, the team responds to network changes and incidents much faster.
- **Strengthen Compliance and Risk Management:** Real-time policy access and efficient compliance reporting minimized regulatory risks and enhanced security.
- **Optimize Resource Allocation:** By automating repetitive tasks, the team can focus more on strategic initiatives, improving productivity and overall network resilience.

“Tufin transformed our approach to network security and automation. We now have real-time visibility across our infrastructure and can generate crucial reports in minutes. Tufin's integration with ServiceNow has streamlined our network access workflows, freeing our team to focus on high-priority tasks rather than manual troubleshooting. It's been a game-changer for our network operations.”

— Director of Network Security

About Tufin

Tufin provides advanced network security solutions designed to simplify complex environments, enhance visibility, and enable automation at scale. With proven expertise in ServiceNow integration and zero-touch automation, Tufin helps organizations achieve faster network insights and stronger compliance, delivering secure, agile networks for the modern enterprise.

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