

ISO Certification for Health Care Provider Software Company

PROJECT DETAILS

 IT Consulting & SI

 May 2020 - Jan 2021

 \$50,000 to \$199,999

“

"They're very understanding, and they went beyond their responsibility to make sure we met deadlines."

PROJECT SUMMARY

Forward Security Inc. provided security assessment and testing to help their client earn a necessary industry certification. Their portfolio consisted of penetration testing and cloud security assessments.

PROJECT FEEDBACK

Working extended hours to meet deadlines, Forward Security Inc. helped their client earn the necessary certifications. Their documentation was thorough, and the client praises Forward Security for their combination of personability and professionalism. Their proactiveness stands out.



The Client

Introduce your business and what you do there.

I'm the director of operations at MED49, a healthcare provider software company.

The Challenge

What challenge were you trying to address with Forward Security Inc.?

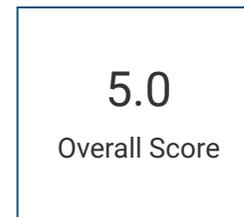
We are going to apply for a certification from the Ontario Regularity Body. That certificate is called Ontario MD, and it requires us to have an ISO 13485 certificate. For the certificate, we needed a written risk assessment from a professional third-party company. Additionally, for the Ontario MD, we needed a cloud security assessment since our software sits on the Microsoft Azure system. We needed a company to help us with this written risk assessment including the penetration test and the cloud security assessment.

 Director of Operations, MED49

 Healthcare

 Canada

CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 4.5

Would Refer: 5.0



The Approach

What was the scope of their involvement?

The first phase of the project included two main parts. The first was the threat and risk assessment, which includes identifying all possible security issues or breaches with our software. The second part was performing penetration testing using manual techniques and other software. They played the role of hacker to see if they could access our patients' information. Afterward, they delivered a report that consisted of their assessment and results. It broke issues down by level: high risk, medium risk, and low risk.

The security assessment made up phase two of the project. It was related to the security of the Microsoft Azure environment that supports our software. They evaluated the configuration we use to upload our software into the cloud server and then developed a report detailing any issues and risks associated with that.

What is the team composition?

I worked with four people. Starting out, Farshad (Founder) provided us with the scope of work and everything related to the project. I also worked with Mathieu (Director of Engagement Management & Operations), Ralph (Application Security Consultant), and one other person.

How much have you invested with them?

We spent around \$10,000–\$49,999.

What is the status of this engagement?

We worked together from May 2020–January 2021.





The Outcome

What evidence can you share that demonstrates the impact of the engagement?

We got exactly what we wanted. The important thing for us was to have the report and the results accepted by the ISO 13485 standards. We obtained our ISO based on the results that we got. We're very happy with what was provided. I give them a 100% on the project.

As an electronic medical records software company, we have to repeat our threat risk assessment (TRA) every year, and we've already decided we're going to work again with them.

How did Forward Security Inc. perform from a project management standpoint?

They were very good at taking the lead on the project. Email was the main communication medium for us, and we also used Slack. If we weren't responsive, they followed up. Forward Security made sure the project was going smoothly. They met the deadlines.

What did you find most impressive about them?

They were very friendly while also being very professional. One time, we had a three-week deadline from ISO. I talked to them to see if they could prioritize our reports, and they worked weekends and extra hours to make sure we met the deadline.

It was very easy to talk to Forward Security. They're very understanding, and they went beyond their responsibility to make sure we met deadlines.

Are there any areas they could improve?

Email is easy, but perhaps Forward Security could offer an online account where customers could see their project.



Do you have any advice for potential customers?

They're very responsible in taking the lead on projects. If someone wants to work with them, they shouldn't have been concerned. If you're responsive enough in providing the information that they need, they won't have any problems.

