

## SUCCESS STORY

# Nordic Care Provider Attendo Oy Reduces Cyber Risk with TrendAI Vision One™

Attendo Oy [attendo.fi](https://attendo.fi)

Finland; Nordics | Healthcare | 17,000 employees

**TrendAI Vision One™ solutions:** Endpoint Security, Cyber Risk Exposure Management (CREM), Security Operations (SecOps)

## The cybersecurity challenge

### Protecting sensitive data across 430 care units and over 17,000 employees

Attendo Oy is the Nordics' leading care provider, operating in Finland, Sweden, and Denmark. With 430 care homes and more than 17,000 employees, they deliver essential services including elderly care, disability support, mental health treatment, and substance abuse rehabilitation.

In this environment, privacy isn't optional. It's survival. Attendo Oy manages large volumes of highly sensitive patient and employee data while operating under some of the world's strictest regulations, including the General Data Protection Regulation (GDPR).

**"Our duty is to protect the identities of our employees and the sensitive data of customers in our homes," says Pekka Aaltio, Attendo Suomi's Information and Communication Technologies (ICT) Manager and Head of Architecture and Solution Services.**

As a healthcare and social services provider, the team faced three major pressures:

- A high-risk data environment comprising sensitive patient records, medical histories, behavioral information, and staff identities
- Strict compliance requirements, including with GDPR principles of strong data minimization, real-time visibility, and clear auditability
- Operational complexity with thousands of staff, 24/7 operations, and diverse care facilities across multiple countries

Manual investigations and siloed tools couldn't keep up. Insider risks, targeted attacks, and escalating compliance reporting requirements overwhelmed Attendo Oy's security team.

## The solution

### Enhanced visibility and proactive threat protection with TrendAI Vision One™

AI-powered detection, response, and reporting frees up critical resources.



**Since we launched [TrendAI Vision One™], we've gained much more visibility from our environment. The unnecessary noise has disappeared.**



**Sanna Ketopaikka**  
ICT Security and Data Protection Manager,  
Attendo Suomi

### A strong proactive defense through tangible insights

Through clear, actionable risk insights rather than scattered data and manual guesswork, Attendo Oy is always ahead of adversaries. Leveraging powerful cyber risk exposure management capabilities within TrendAI Vision One™, the team remediates quickly and confidently. Actions are informed by weekly risk scores and detailed factor analysis, helping them pinpoint and address vulnerabilities.

This shift from reactive to proactive risk management has streamlined Attendo Oy's operations and strengthened compliance. "The platform gives good visibility of our risk level because it's one number that we can show weekly progress," says Ketopaikka.

### Unified, simplified security operations

TrendAI Vision One™ helps Attendo Oy stop malicious activity in its tracks, blocking access to dangerous sites and shutting down insider threats. "When a person goes to a malicious web page, [TrendAI Vision One™] gives a notification and [TrendAI™] stops the event," says Aaltio.

In addition, a unified interface and consolidated tools save time, reduce training overhead, and strengthen compliance.



## TrendAI Vision One™ is easy to use with all their tools in one place on a single UI.

**Sanna Ketopaikka**

ICT Security and Data Protection Manager,  
Attendo Suomi

## Results

### Improved efficiency, reduced risk, and measurable security gains

With a single industry-leading AI security platform, Attendo Oy has eliminated unnecessary noise and significantly reduced the need for manual investigations. By consolidating tools and security event data with one user-friendly interface, the team freed up essential time and resources, shifting from reactive firefighting to proactive defense. "It saved my time and my resources because until now, we had to investigate every case and see what happened. We can now see what has happened," says Aaltio.

Asset visibility and transparency has increased as well, enabling smarter prioritization and faster remediation. Weekly risk reports deliver a clear, single metric that helps track progress and highlights vulnerabilities. TrendAI Vision One™ also gives the team a critical edge with threat insights from the TrendAI™ Zero Day Initiative™ (ZDI), the world's leading bug bounty program, which publicly disclosed 73% of all zero-day exploits in 2024.

## Customer service as a differentiator

### Local support and proactive partnership drive long-term success

With TrendAI™ as a partner, Attendo Oy benefits from fast, personalized local support and proactive guidance. This helps to ensure every solution and capability rollout is smooth, continuously optimized, and highly effective.

"My experience with the [TrendAI™] partnership is that we have great technology, which is current and innovative. Not only is it technical, we get value from the support for the platform," notes Ketopaikka. "It's great to have support in your own language from the local team. There are great technical people helping us."

## Transform your cybersecurity approach

Learn how companies like Attendo Oy are accelerating proactive security with TrendAI Vision One™.

**Learn more today.**

[trendmicro.com/visionone](https://trendmicro.com/visionone)

### About TrendAI™

TrendAI™, a business unit of Trend Micro and global AI security leader, makes the world safer for digital information exchange across enterprises, governments, and organizations. Powered by security expertise and innovation, TrendAI™ leverages artificial intelligence to protect over 500,000 enterprises and millions of individuals across AI, cloud, networks, endpoints, and devices.

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