



SUCCESS STORY

Cape Cod Healthcare Protects Thousands of Patients with TrendAI Vision One™

Cape Cod Healthcare | capecodhealth.org

Massachusetts, USA | Healthcare | 5,000+ employees

TrendAI Vision One™ solutions: Cyber Risk Exposure Management (CREM), Email and Collaboration Security, Endpoint Security

The challenge

Protecting every patient, device, and vendor across an entire region

In Cape Cod, Massachusetts, when a major healthcare system experiences disruption, patients have limited options nearby. As the region's largest provider with two hospitals, nearly 40 clinics, and a network of urgent care and specialty services, Cape Cod Healthcare carries that responsibility directly. When systems go down, the pressure on the team to keep everything running is constant, and a cyber incident is never just an IT problem.

The security challenges reflect that scale. Hundreds of external vendors manage specialized systems on the network. Critical biomedical devices like MRI machines cannot be freely patched, and even minor changes can trigger FDA recertification requirements.

"There is so much variability in healthcare, it's impractical, and at times impossible, to fully test how security updates will impact critical services and biomedical devices. You have to trust your systems, so being a TrendAI™ customer for 14 years, we have history built to help us get here," says Liviu Groza, Cape Cod Healthcare's Director of Information Security. "My biggest challenge is the sheer size of our attack surface. We manage hundreds of systems, hundreds of vendors, countless threat entry points, and we must monitor all of them at once. Overlooking even one weak spot exposes us to risk."

Bringing all of it under one connected view became a priority for the organization. "My organization's mission is to deliver quality healthcare locally and keep patients safe. We are part of the mission. My role is to help maintain the organization's reputation and integrity," Groza adds.

The solution

Increased visibility through TrendAI Vision One™

For over a decade, Cape Cod Healthcare has relied on TrendAI™ to protect endpoints, servers, email, and risk management. The result is a single view across an environment that used to require jumping between tools to piece together. "Reconstructing an incident used to mean digging through a dozen different tools. Now, the work can be done from one console. The analyst sees the device, the user, and the exposure together, and acts in minutes, saving us considerable time," says Groza. "Healthcare providers are dealing with a lot. The visibility provided by TrendAI allows us to work against the attackers while keeping a close eye on our ecosystem."

Proactive risk prioritization for clinical environments

TrendAI Vision One™ connects vulnerability data to the assets and identities most critical to patient care, so the team can prioritize what matters most rather than chasing every alert. For devices that can't be patched or run agents, virtual patching steps in to cover the gap.



“My organization’s mission is to deliver quality healthcare locally and keep patients safe. We are part of the mission, not just a cost centre. My role is to help maintain the organization’s reputation and integrity.”

Liviu Groza
Director of Information Security, Cape Cod Healthcare

“When I bring a risk to leadership, I am not asking them to take my word for it. The research is already there, backing the severity and making it much easier to move things forward,” says Groza. “There is more predictability now and I feel safer in what I can do.”

Protecting healthcare workers from ransomware

Most healthcare workers aren’t sitting at a desk. They are moving between patients, using shared terminals and mobile devices, often under pressure, making email one of the most active entry points for ransomware. The team runs more than 70 custom policies through TrendAI Vision One™, with controls that catch suspicious attachments, inspect links, and can pull a message back even after it reaches an inbox. “Almost every serious incident starts with an email, and people under pressure can be fooled. [TrendAI Vision One™ Email and Collaboration Security] is a workhorse for us, we’re able to tune controls hard and stop threats before they reach inboxes,” says Groza.

Customer service as a differentiator

Responsive, scalable support and solutions

Over years of working together, Cape Cod Healthcare has come to rely on consistent account and engineering contacts at TrendAI™, who understand their environment and stay with a problem until it is resolved. “When we push hard on an issue, the engineers do not hand it off or disappear. They stay engaged and work through it with us. That level of partnership matters just as much to me as any feature in the platform,” says Groza.

That hands-on approach is backed by the broader engineering foundation of TrendAI™, which pairs three decades of security research with a modern, AI-native ecosystem spanning partners like Anthropic, NVIDIA, and AWS. “I am banking on both the depth of TrendAI’s security research and its modern engineering approach. If attackers are moving faster with AI, I need a partner whose engineering can move just as quickly,” says Groza.

The results

Faster response, a calmer team, and security woven into clinical operations

The clearest change shows up in the security operations center. Analysts who once split their attention across disconnected tools now spend most of their day inside TrendAI Vision One™, and response times are significantly faster since consolidation. “My alert fatigue is gone, and there are far fewer unknowns in how we operate. Incident response is now up to 50% faster than it used to be,” says Groza.

Automated playbooks now isolate servers and workstations the moment risk crosses a defined threshold, containing issues in the middle of the night without requiring manual intervention. With only a small team covering both analysis and engineering, automation has become essential to keeping the workload manageable. “I sleep through the night now, and we do more with the team I already have,” says Groza.

Other teams noticed the change, too. Operations and systems staff now check their own environments in the same platform, which means fewer requests landing on the security team’s desk and more people who understand what’s happening on the network. Leadership gets a clearer picture of risk without needing it explained. Compliance work that used to pull people off active security now gets handled through data the team is already collecting.

“Every security layer we add must earn its place by protecting patients without getting in the way of care. If you get that balance right, the return is obvious,” says Groza.

Transform your cybersecurity approach

Discover how organizations like Cape Cod Healthcare are empowered to AI fearlessly with TrendAI Vision One™.

Learn more today.

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