

SUCCESS STORY

Medcan Defends Client Health Data with AI-Driven Security

Medcan Health Management Inc. | medcan.com

Canada | Healthcare, Life Sciences | 700 employees

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

TrendAI Vision One™ capabilities: XDR for Networks

TrendAI Vision One™ services: Managed extended detection and response (MDR)

The challenge

Securing sensitive health data meets fast-moving AI risk

At Medcan Health Management, healthcare is designed around seamless access. More than 90 physicians and specialists deliver preventive care through in-person and virtual services, comprehensive health assessments, travel medical support, and pharmacy delivery, all connected through a highly digital care model. At the center of every service is sensitive client health data, one of Medcan's most valuable and closely guarded assets.

The same systems that enable a seamless client experience also create a broader and more complex attack surface. Healthcare environments are a complex web of clinical systems, corporate applications, cloud services, vendors, remote access, and legacy technology. AI is now accelerating change even further, often embedded within third-party tools before security teams have a chance to fully evaluate them. "Healthcare has many moving parts, and AI is adding another layer," says VP of IT Operations and Cybersecurity at Medcan, Ned Baker. "The pressure to adopt new technology is high, but we have to identify risk early and respond without disrupting the business or the client experience."

The solution

One platform to unify endpoint, email, network, and cloud signals for a small team

Medcan runs TrendAI Vision One™ as a multi-layer deployment spanning endpoint, network and email security, cyber risk exposure management, extended detection and response (XDR), and managed XDR. The platform also correlates data across Medcan's firewall, identity, and cloud security information and event management (SIEM) tools. With one view, the security team pulls together signals, filters out the noise, and identifies where action is needed. "Without the right platform, the volume of alerts creates false positives and fatigue," says Baker. "TrendAI Vision One brings that together so we can prioritize and act, with better context and a clearer sense of where to focus."



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**Ned Baker,
VP of IT Operations
and Cybersecurity, Medcan**

From reactive defense to proactive risk reduction

Baker's goal is to find risk early rather than react to incidents. TrendAI Vision One™ Cyber Risk Exposure Management (CREM) supports that shift, surfacing exposure and ranking it by impact so the team can reduce weaknesses before an attacker exploits them. Red Team exercises pressure-test the same assumptions, showing where defenses hold. "We want to find risk before it finds us. TrendAI moves us from a reactive stance to proactive and intelligence-driven," says Baker.

"TrendAI's Managed XDR gives the team better visibility, better context, and a clearer understanding of where to focus. Our engineers spend less time chasing low-value alerts and more time on the issues that need attention."

Ned Baker
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Around-the-clock coverage from an extended team

Cybersecurity does not keep office hours. Managed XDR gives Medcan's security team TrendAI™ analysts who monitor, investigate, and escalate around the clock, plus regular reviews where both sides step back, read the trends, and decide where to invest next. The result is less fatigue and faster response without adding headcount. "Cybersecurity is not a nine-to-five responsibility," says Baker. "Having TrendAI experts available to monitor and escalate at any hour gives us confidence. The value is the combination of technology, expertise, and partnership."

Customer service as a differentiator

A partner that understands healthcare

What Baker values most is trust, and he measures it by behavior. TrendAI™ shows up for regular reviews, takes on the hard questions, and follows through, acting like an extension of his team rather than a supplier passing along alerts. "We need partners who understand our business and understand healthcare, and who work with us beyond just selling a product," says Baker. "A good partner helps you understand risk, prioritize the right actions, and improve over time."

The same confidence carries into where TrendAI is investing. Baker points to its AI-native ecosystem and partnerships with companies including Anthropic, NVIDIA, and AWS as a signal that the platform is built to keep pace with criminal AI. "TrendAI's publicly announced work with Anthropic gives us confidence they are investing ahead of the threat curve," he adds. "Historically, TrendAI is one of the leaders in threat detection. Knowing they are aligned with the right AI partners tells us we have aligned with the right security partner."

The results

A sharper focus and proactive security posture for a lean team

The biggest shift is in where Medcan's engineers focus their attention. The platform surfaces the most critical alerts and directs the team straight to the device, user, or exposure that requires action, keeping triage fast and reducing noise. "TrendAI's Managed XDR gives the team better visibility, better context, and a clearer understanding of where to focus," says Baker. "Our engineers spend less time chasing low-value alerts and more time on the issues that need attention."

At a strategic level, security has become part of how Medcan governs its move into AI. Baker now treats AI as a business capability that needs guardrails, bringing security, privacy, legal, and operations into decisions early so innovation moves with confidence. He reads the threat curve bending the same way for attackers. "AI helps security teams move faster, but it also helps attackers automate and scale up," he says. "Traditional controls still matter, but they are not enough on their own. We need AI to defend against AI-enabled threats, and that is why this partnership matters."

Transform your cybersecurity approach

Discover how TrendAI Vision One™ enables companies like Medcan Health Management Inc. to AI fearlessly.

Learn more today.

trendaisecurity.com/visionone

About TrendAI™

TrendAI™, the global AI security leader and enterprise business unit of Trend Micro, empowers organizations with full AI visibility and consolidated security that inspires confidence, drives innovation, and eliminates risk.

Trusted by the largest enterprises and governments across 185 countries, TrendAI™ secures the entire organization, from identities to infrastructure to data. AI fearlessly.

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