CASE STUDY

A Partnership Enabling the Client to Meet Cyber Resilience Metrics

Ramsay Health Care

Overview

Ramsay Health Care is well respected in the healthcare industry for operating high-quality private hospitals with an excellent patient care record. The organisation employs over 7,600 staff, has over 40 hospitals and facilities across England, and treats over 200,000 patients annually.

Correspondingly, the scale and complexity of its supplier network is vast. Like many healthcare organisations, Ramsay Health Care faced resource challenges which required support in relation to supplier assurance. This led the Senior Management Team to seek cyber resilience and information security help from i3Secure.

The Challenge

As part of the Ramsay Health Care Global Cyber Resilience Programme, i3Secure developed a long-term solution for supplier management. This included assuring over 240 suppliers already supporting the organisation, as well as creating a new end-to-end process incorporating supplier due diligence, risk management, specialist review of critical suppliers, and senior management reporting.

With specific assurance targets to meet for its key suppliers, we were asked to devise an approach to help the organisation achieve these targets. We also needed to ensure that any processes introduced increased compliance with the DSPT Toolkit and the ISO 27001 standard.

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Our Solution

Our CISO consultant reviewed existing processes and systems traditionally used for supplier management, then working collaboratively with in-house procurement staff devised a strategy to meet cyber resilience metrics.

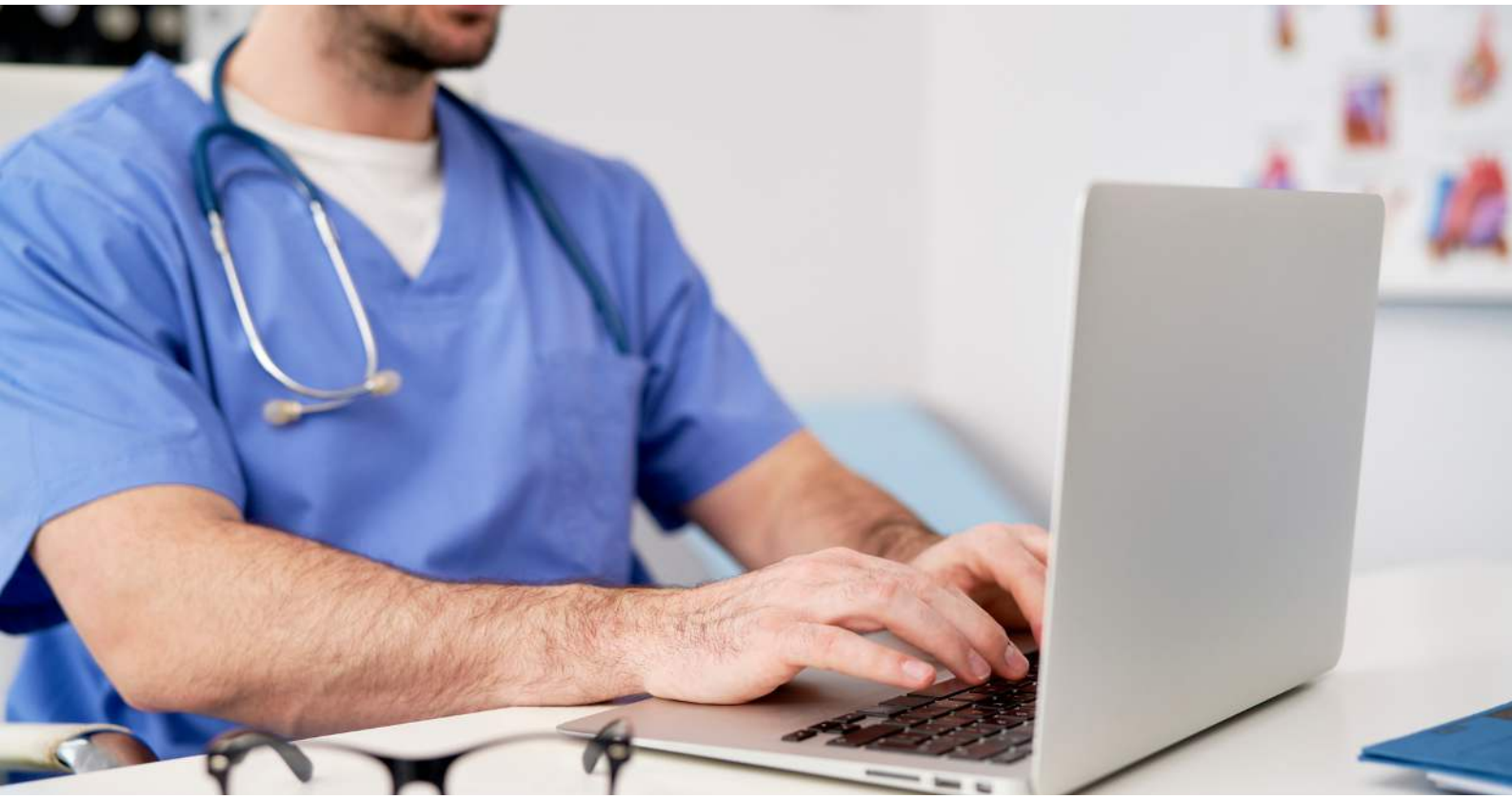
OneTrust Supplier Assurance Software was utilised to manage the large quantity of clinical suppliers. Our consultant also created new supplier due diligence questionnaires designed to meet organisational requirements for the GDPR, DSPT Toolkit, Interoperability for software solutions, clinical safety, and ISO 27001.

To work in conjunction with the new supplier due diligence questionnaire, a new risk methodology and review process was introduced. Once the processes received senior management sign off, i3Secure presented the new supplier management solution to in-house staff via knowledge transfer workshops.

The Result

Our short-term engagement enabled Ramsay HealthCare to meet cyber resilience targets, efficiently and effectively. We achieved the desired outcome for the customer in a fraction of the time it would have taken in-house staff.

Our team of consultants are experts in supplier assurance, with deep understanding of potential pitfalls and how to navigate them. This enables i3Secure to consistently provide an efficient, professional service and value for money.



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