

How a Top Healthcare Tech Firm Protected Itself from Scam Calls & Ransomware with Assertion's Voice Security Solution



The Company

A global leader in medical technology and healthcare solutions, this company operates in over 160 countries worldwide. Headquartered in Chicago, USA, it employs approximately 50,000 people and is recognized for its innovative medical imaging, patient monitoring, diagnostic equipment, and digital healthcare solutions. The company leverages AI and machine learning to enhance diagnostic accuracy and improve patient outcomes.

The Challenge

In 2022, scam calls and robocalls continued to surge, with an estimated 293 million scams reported globally in 2021, representing only 7% of total incidents. These scams rank as the second most reported crime worldwide, resulting in financial losses totaling \$1.02 trillion in 2022, following \$55.3 billion in 2021. Contact center fraud also increased by 40%, highlighting the need for stronger consumer protection measures. (Source - [Strait Times](#))

The ransomware attack on MGM Resorts, which cost \$100 million in Q3 earnings, underscored the severe security risks facing large organizations. Such attacks can disrupt operations and damage reputations, leading to significant financial losses.

Facing a rise in scam calls, robocalls, and TDoS (Telephony Denial of Service) attacks, the company sought to secure its communications infrastructure against these threats to protect patient data and ensure service continuity.

The Solution

The company implemented Assertion's Secure Voice™, an AI-powered voice security solution to address these challenges. This platform provides real-time monitoring and screening of SIP registrations, incoming/outgoing calls, automatically detecting and mitigating (blocking or redirecting) malicious voice threats.

The Benefits

Improved Security: Proactive identification and mitigation of scam calls, robocalls, and TDoS attacks enhances patient data confidentiality.

Uninterrupted Services: Reduced disruptions enable continuous healthcare service delivery worldwide.

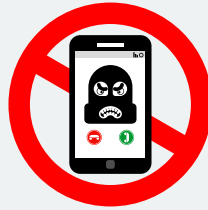
Proactive Approach: Staying ahead of evolving voice threats demonstrates a commitment to proactive security measures.

Read about MGM's \$100M damage due to a Ransomware Attack
Source - [CNN](#)

The Results



**1.2 Million+ calls
screened**



**12,000+ calls
marked as suspicious**



**50,000 known
numbers whitelisted**

This thorough monitoring process isolated potential threats, strengthening the communication system's security posture. By proactively identifying these suspicious calls, the risk of scams, robocalls, and other malicious activities was significantly reduced.

Simultaneously, the company whitelisted known numbers to ensure seamless communication with trusted clients, hospitals, vendors, and partners. This approach minimizes disruptions while prioritizing vital communications, supporting efficient operations and high-quality healthcare services.

In the ever-changing threat landscape, Secure Voice™ has proven to be a robust security solution, safeguarding the company's voice infrastructure against crippling attacks and enabling it to focus on delivering innovative healthcare technology solutions.

About Assertion® Secure Voice™

Assertion Secure Voice provides comprehensive protection for your enterprise against a wide range of attacks on your voice infrastructure. By eliminating scam calls, robocalls, TDoS attacks, toll fraud, and other voice threats, it safeguards your organization from serious risks such as impersonation attacks, identity theft, and ransomware attacks.

Assertion Secure Voice operates by actively screening SIP registrations, as well as incoming and outgoing calls, in real time. This advanced monitoring capability ensures that any suspicious activity is promptly identified and neutralized, thereby maintaining the integrity and security of your communication infrastructure. With Assertion Secure Voice, you can trust that your enterprise's voice communications are secure, reliable, and protected against even the most sophisticated voice threats.



**Watch the solution video and
contact us Today for a trial**

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