SecureLogix Halts Fraud Calls from Flooding Hendrick Health

Robocalls & Spam

Challenge

Hendrick Health, the major healthcare system for midwestern Texas, was flooded by robocalls across its voice enterprise.

Hendrick Health had a particularly stubborn robocall problem, making up anywhere from 20% to 50% of their total monthly calls. The volume significantly impacted Hendrick Health's ability to respond to legitimate calls. Hendrick was also concerned about protecting critical healthcare data and was interested in stronger voice security defenses.

Background

The Abiliene-based Hendrick Health is a not-for-profit healthcare provider serving 22 counties in the Texas Midwest. With three locations and 3,600 employees, Hendrick is doubling its hospital bed capacity to meet the regional demand.

HENDRICK
HEALTH

Approach

SecureLogix gave Hendrick Health much broader protection against robocalls, and helped them achieve a strong defense perimeter against a full range of voice network and call threats. The voice security platform also detected fraud-risk call patterns consistent with scammers calling to steal sensitive data, stopping these and all spam marketing calls.

Result

The volume of robocalls was so overwhelming at times the impact resembled a Telephony Denial of Service (TDoS) attack. Robocalls in large numbers can eat up significant amounts of an organization's voice resources. Hendrick Health now relies on SecureLogix to protect its entire voice infrastructure, including future growth in hospital bed capacity.

As a client of the Call Security Managed Service, Hendrick Health can rely on SecureLogix to keep policies and call lists current with the most current intelligence on malicious callers and emerging threats to telephony systems.

Solution

CALL DEFENSE™
system

CALL SECURE™
managed service

SecureLogix®

https://securelogix.com