REVEAL | LifeLabs

CASE STUDY

LifeLabs Strengthens Security of Critical Applications with Reveal Security

Protecting Sensitive Health Data For Millions of Customers

> With Reveal Security, we get an extremely accurate representation of how our users and identities are interacting with our data and application systems.
>
> **Mike Melo**
> CISO, LifeLabs

Key Outcomes

- Reduced MTTD & MTTR by >50%
- Accurate detection of insider and identity-based threats in applications with patient data
- Analysts more engaged, responsive, and effective

> My team doesn't have to be sold on it. They just love using it.
>
> **Mike Melo**
> CISO, LifeLabs

Challenge

LifeLabs, Canada's largest medical diagnostics services provider (now part of Quest Diagnostics), manages vast amounts of sensitive patient data in both SaaS applications and a legacy custom application.

As CISO Mike Melo explains:
"We knew we didn't have good enough visibility into user activity in our applications that hold sensitive data."

Despite an already robust security stack, the LifeLabs team lacked post-authentication visibility – making it difficult to detect insider threats and identity-based attacks in their application environment. Previous home-grown monitoring solutions were costly to maintain and delivered poor results, leaving gaps that increased the risk of regulatory penalties, reputational damage, & costly remediation.

Solution

LifeLabs turned to Reveal Security to fill the visibility and threat detection gap in their critical applications.

The Reveal Platform gives security teams full visibility into human and non-human identity behavior across SaaS, cloud and custom applications. It then accurately detects anomalies that indicate insider threats or account compromise - reducing false positives and alert fatigue.

According to Melo:
"With Reveal Security, we get an extremely accurate representation of how our users and identities are interacting with our data and application systems."

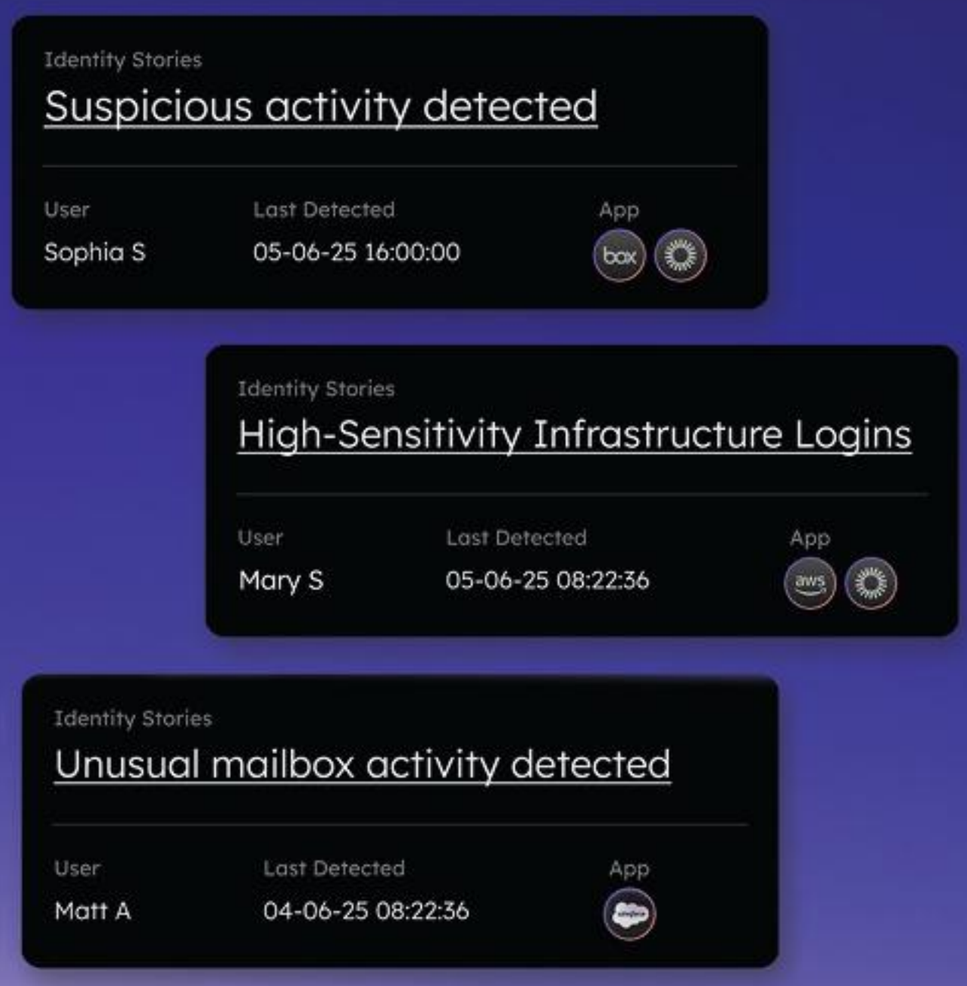
RESULTS

Reveal's Impact

With Reveal Security in place, LifeLabs has transformed its ability to defend against identity-driven threats in the critical applications that underpin the business:

- **Faster detection and response:** Reduced MTTD and MTTR by over 50%
- **Improved accuracy:** Detection of both known and unknown identity-based threats
- **Empowered security team:** Analysts are more engaged, responsive, and effective

Melo notes:
"Having a solution that we can rely on during any sort of threat detection – whether it's known or unknown – is huge for us."



About LifeLabs

With a legacy of serving Canadians for over 50 years, **LifeLabs (now part of Quest Diagnostics)** is the country's largest medical diagnostics services provider. Operating from more than 400 locations nationwide, the company processes millions of patient interactions annually and maintains an unwavering commitment to protecting sensitive health data.

About Reveal Security

Reveal Security is the preemptive identity security company helping enterprises stop identity-based threats before they cause harm. By applying ML- and AI-powered identity behavior analytics across enterprise applications, Reveal brings visibility, precision and automation to identity security.
Learn more: www.reveal.security

Discover how Reveal Security protects SaaS and cloud applications from identity-based attacks – including insider threats, stolen credential attacks and API abuse.

Learn more at www.reveal.security