CASE STUDY

Transforming Vulnerability Management and Cybersecurity Culture with Zscaler UVM

LifeLabs is the largest medical laboratory diagnostic company in Canada, with 370 locations servicing over 15 million customers, providing actionable intelligence through health information analytics that empower customers to take their health outcomes into their own hands and live healthier lives.

Mike Melo, CISO and VP of IT Shared Services at LifeLabs, joined the company in 2018 and has witnessed significant transformation since coming on board. “We are a heavily regulated organization with different privacy mandates across the board,” Melo explains. “We want to be at the forward charge of cyber security practices in healthcare. Healthcare organizations across the globe are increasingly targeted by adversaries due to the sensitive nature of public health information (PHI) we manage. We want to do right by our customers to ensure that we are ultimately holding their information and custodianship in the most secure practice as possible.”

Melo has led the charge with various stakeholders to address the challenges of vulnerability management (VM) while staying strictly in alignment with industry standards and regulatory requirements. The traditional approach of scanning for CVEs was not working. “We needed to get to a place where my team and I could truly map business contextualization into vulnerabilities and drive risk-rated outcomes, and move that needle down based on what is truly exposing us.”

PROFILE

Location
Toronto

Customer Size
6500 employees

BACKGROUND

LifeLabs is Canada’s leading provider of laboratory diagnostic information and digital health connectivity systems. LifeLabs serves more than 15 million customers and employees more than 6,500 people.

Founded: 1969

This push led Melo to engage with Avalor, which has since been acquired by Zscaler and rebranded as Zscaler Unified Vulnerability Management (UVM). Zscaler UVM ingests traditional vulnerability findings exploitability feeds and adds in dozens of other findings and business context. It then correlates and enriches the information to create a prioritized, contextualized list of actions needed to reduce risk.

“One of the biggest areas I wanted to act on was pen test results. I want those efforts not in a silo but integrated into our VM management program. With UVM, we can take in all these inputs, contextualize the prioritization, and get a holistic view that is actionable that also takes into account our mitigating controls. Zscaler UVM is just kind of magic for us.”

UVM provides risk calculations that combine factors that increase and decrease priority, and customers can refine and change the weighting of the factors that create the risk score. Melo loves the ability to change the factors and weighting. “Some of our data isn’t perfectly reliable, and UVM lets us modify the math in the tool, which is powerful. I don’t have to muck around doing any reporting outside of the platform, and that’s been game changing.”

LifeLabs has used Zscaler UVM to focus on understanding the risk associated with crown-jewel applications. That’s entirely changed how security and the business teams interact. “Now we can go to the business and have a conversation about seeing risk elevate for their crown jewel app, and we can make the case that we need some changes—maybe some different maintenance windows, or rethink a business process, or maybe do more training because the risk score is going up because your users are failing on phishing campaigns. We’re able to broker conversations with the business that are way more meaningful.”

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> CISO and VP of
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Zscaler UVM is also helping Melo improve reporting to the board. He's customized more meaningful metrics into the platform to show cybersecurity performance, with risk scores tied to business context in real time. "Executives ask: 'How secure are we? Right now, today?' To have something like UVM that is dynamically trustworthy allows me to answer that question. I can, at any given time, provide an up-to-date, real-time readout on where our risk is."

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Key Benefits of Zscaler UVM at LifeLabs:

Improved risk reduction: UVM facilitates risk reduction by aligning vulnerability management with business objectives, resulting in more targeted and effective actions

Better security/business alignment: LifeLabs teams are talking a common language about business risk vs. vulnerability counts, with deeper understanding of risk exposure

Enhanced reporting: UVM reporting provides clear metrics and insights for executive decision-making, showcasing the effectiveness of cybersecurity efforts

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About Zscaler
Zscaler (NASDAQ: ZS) accelerates digital transformation so that customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SASE-based Zero Trust Exchange is the world's largest inline cloud security platform. Learn more at **zscaler.com** or follow us on Twitter **@zscaler**.