glassbeam™

Case Study —
Glassbeam FedRAMP
Readiness Certification

01.
Overview

Glassbeam delivers business intelligence solutions for machine data, specializing in medical imaging equipment.

OBS's Cloud Security team worked with Glassbeam, a SaaS provider for medical imaging data analytics, to enhance their security practices and prepare for FedRAMP certification, enabling federal expansion.

Following the delivery of OBS's services, senior Federal officials have officially granted Glassbeam the Authorization to Operate (ATO). This recognition highlights the company's dedication to rigorous federal cybersecurity practices and alignment with HIPAA's stringent privacy and security requirements, assuring healthcare customers that sensitive data is safeguarded.

Glassbeam is a SaaS provider specializing in business intelligence for machine data, with a focus on medical imaging devices. Their platform helps organizations make informed decisions based on the data produced by these devices.

02.
The Challenge

As a cloud-based service provider, Glassbeam's customers demand high levels of security compliance, especially those in the healthcare industry.

Glassbeam wanted to mature their security practices and address a number of compliance gaps with their AWS infrastructure and their application. Expanding their business to include federal entities like the Veterans Administration (VA) made achieving FedRAMP certification a crucial priority.

Glassbeam faced the following challenges:

- **Lack of Compliance:** Previous infrasturcture and applications were not compliant with healthcare or cloud security standards.

- **No Security Program:** Security practices were underdeveloped, with no active risk assessments or regular training in place.

- **Federal Expansion:** To work with federal clients such as VA hospitals, Glassbeam faced the significant challenge of obtaining FedRAMP certification.

03.
The Solution

Glassbeam partnered with OBS's team to address these challenges, leveraging comprehensive security consulting services that covered every aspect of their needs—from building a robust cybersecurity program to guiding them step-by-step through the rigorous FedRAMP certification process.

End-To-End Security Services Implemented:

- **HIPAA Risk Assessment:** While Glassbeam does not collect Protected Health Information (PHI) or Personally Identifiable Information (PII), its healthcare customers need assurance that the systems are aligned with HIPAA's security and privacy standards. To fix this issue, OBS conducted a comprehensive risk assessment, addressing concerns from healthcare clients and ensured they could confidently demonstrate their commitment to strong security practices.

- **FedRAMP Preparation:** To enable Glassbeam's work with VA hospitals, OBS's Cloud Security team provided the guidance necessary for FedRAMP certification. This included developing an InfoSec policy, conducting risk assessments, and offering ongoing security management through OBS's CISO services.

- **Penetration Testing:** OBS's Offensive Security team conducted a thorough penetration test of Glassbeam's production infrastructure, uncovering critical network vulnerabilities. They delivered a detailed remediation plan and performed retesting to confirm all issues were effectively resolved.

04.
The Results

With close collaboration and expert guidance from OBS, Glassbeam has:

- **Improved Cloud Security:** Glassbeam now operates under a structured security program, including risk assessments and InfoSec policies.
- **Achieved Healthcare Compliance:** OBS's guidance has positioned Glassbeam to satisfy the stringent security demands of healthcare clients.
- **Secured FedRAMP Compliance:** With a VA hospital as their FedRAMP sponsor, Glassbeam collaborated with OBS's team to successfully obtain an Authority to Operate (ATO), enabling further federal opportunities.
- **Enhanced Risk Management:** Glassbeam's security practices are now aligned with FedRAMP standards, reducing vulnerabilities and positioning the company for future success in both healthcare and federal markets.

We have been extremely happy with OBS's work. Their professionalism, knowledge, and ability to bring the right people at the right time have been invaluable to our success. The entire team has exceeded our expectationa and are looking forward to achieving our FedRamp certification.

- ASHOK AGARWAL,
VP SECURITY & COMPLIANCE
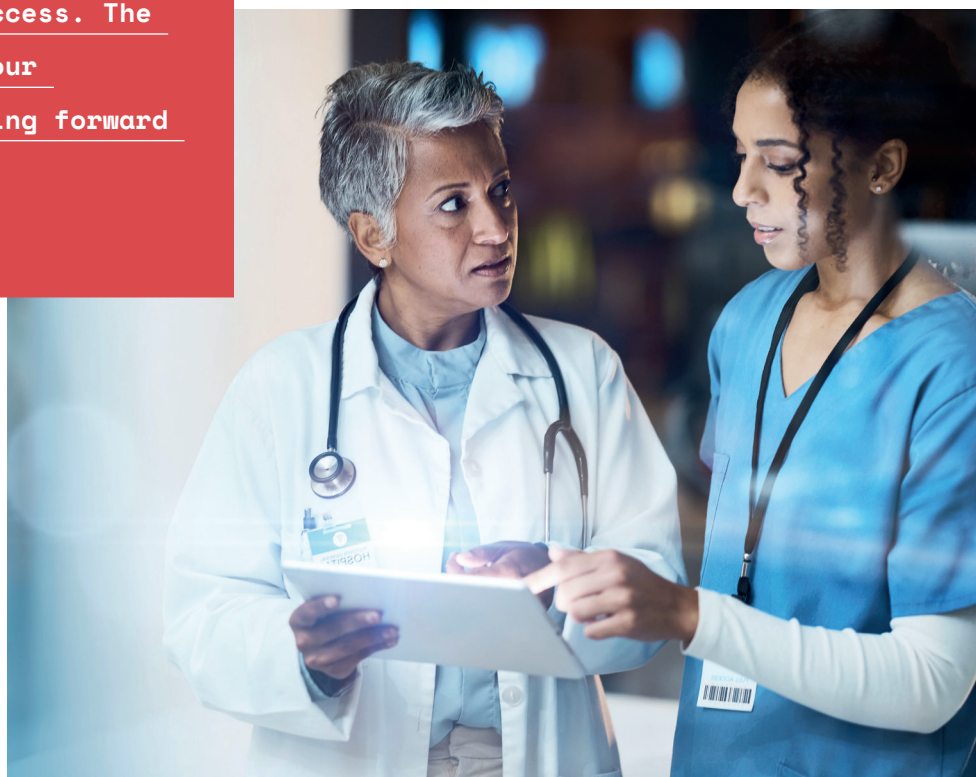
05.
Next Steps

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Our unsurpassed delivery, our people, and the Onliner culture of loyalty, trust and commitment to mutual success set us apart.