

### Healthcare Technology Company Uses New Strategy to Thwart Crypto-miners Attacking Oracle ERP

#### Client Profile

CareTech Solutions is a leading provider of information technology and mobility applications and services for U.S. hospitals and health systems, including customized application development.

Industry: Healthcare

Geography: Headquartered in Troy, Michigan

Revenue: \$157 million annually

Employees: 1,400

Products Supported: ERP

#### The CareTech Solutions Challenge

CareTech Solutions offers end-to-end healthcare IT applications, hardware and customization services, including business intelligence, disaster recovery and help desk.

Like most organizations, CareTech Solutions must face a wide variety of security threats. In today's world, bad actors use malicious servers running scripts that constantly probe for vulnerabilities to exploit all around the world.

"This particular exploit was a WebLogic deserialization Java vulnerability, of which Rimini Street was very familiar," says Jeff Bell, chief information security officer for CareTech. "Basically, the attackers were attempting to install crypto-miner software that would let them use our servers to mine crypto currencies like Bitcoin."

"Vendor patches don't effectively address all vulnerabilities," Bell explains. In fact, the vendor patch issued in 2017 didn't fully mitigate the threat and systems continued to be breached. "Plus you have to perform regression testing and take your systems down to apply patches before hackers find you. When we discovered a successful attack on some of our servers with a connection to the internet we immediately placed a call to our third-party support provider, Rimini Street, for assistance."

"Waratek and Rimini Street Global Security Services were able to quickly identify the vulnerability and lead us to an effective solution that mitigates deserialization vulnerabilities through Java with WebLogic."

Jeff Bell, CISO  
CareTech Solutions

## Waratek's Solution

After identifying the nature of the attack, Rimini Street recommended Waratek, a Preferred Solution Provider working side-by-side to mitigate the threat. "Working with Waratek and Rimini Street, we set up a demo scenario on a non-production server," Bell says.

"They first used Metasploit to prove the vulnerability could be exploited. Next, we installed the Waratek Virtual Patch software, which blocked the exploit and gave us confidence to install in production." Because the Waratek Virtual Patching solution is easy to update, there is no regression testing and no system downtime required. "This approach protects our software much quicker than vendor patches and without disrupting operations."

"Initial installation was easy and took less than a day," notes Ray Dawood, senior security analyst for CareTech. "Now that we're familiar with the software, we could now set it up within an hour on a new server." Future updates will be easy and require only a few minutes to apply.

## CareTech Results

"A week after we installed the Waratek solution we got hit with more deserialization attacks," Bell says. "Because of Waratek's solution the attacks were immediately stopped, and the solution automatically alerted us to the attempt. All of the hacker's malicious scripts failed, which took us to a new level of confidence – the Waratek Virtual Patch is providing the protection we need, better and faster than we ever thought possible."

In addition, to receiving Rimini Street Global Security Services at no additional charge, CareTech has been saving 50 percent of its previous vendor support fees with Rimini Street's third-party enterprise software support services.

"Before this incident, I only knew Rimini Street was providing third-party software support for our ERP environment. I was very pleased to learn that Rimini Street provides support beyond break-fix issues and helped guide us through this high-risk security vulnerability too with Waratek's successful patching software."

## CareTech Benefits

- Increased security protection: The Waratek security solution is faster, less disruptive and offers greater protection than typical vendor patching options.
- Reduced support and maintenance spend: CareTech is saving 50 percent of its previous annual ERP support and maintenance costs, while gaining advanced security protection from Waratek.
- Seamless security support: CareTech receives fast and effective security advice around its support services at no extra charge.

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With integrated technologies and our team of security experts we enable businesses to transform the way they manage their information security and compliance programs. Our services are customized, tailored and white labeled that fit your budget.

