



## Case Study

# FirstCredit, Inc. Partners with BlueVoyant to Protect Their Clients

### Customer



### Industry | Finance



Tim Sheeler, CEO & Owner  
FirstCredit, Inc.

## About FirstCredit

FirstCredit provides revenue cycle management to hospitals and healthcare systems across the United States. They offer billing, collections, denials and outsourcing services. FirstCredit has been in business for twenty-five years and is the 13th largest revenue cycle management firm in healthcare. Tim Sheeler, owner and CEO, has a simple goal: to be best in class. His strategy can be described in one word... "Partnerships".

## Pride in Customer Excellence

FirstCredit's IT infrastructure is the backbone of their business. Their service delivery has to be consistent, sophisticated, and seamless in order to be best in class. In 2018, they took stock of their IT operations and evaluated their performance - assessing everything they were doing and what they should be doing.

## Evolving Security Needs

In 2018, owner and CEO, Tim Sheeler turned his attention to the daily occurrence of cyberattacks in the Healthcare industry and knew it was crucial to FirstCredit's longevity to increase their cyber defenses due to how much personally identifiable information (PII) and protected health information (PHI) they store and share internally.

## Taking a Measured Approach

Because of this high-risk environment, FirstCredit replaced all of their network infrastructure to harden their security posture. The next step would involve employing analysts and a centralized, secure space to deal with organizational and technical security. However, Tim knew that building out their own SOC would be cost prohibitive given that security expertise was in short supply. As a result, FirstCredit determined that contracting with an MSSP was the best option to address their security needs.

## Needing a Partner, Not Just an MSSP

In 2020, FirstCredit reevaluated their security requirements. Tim reached out to several security experts for advice, and they asked two questions: Do you have an MSSP and are you using next generation antivirus? At that time, he determined that their MSSP was not the long-term partner they needed. Tim explained "It was clear that our MSSP was not delivering the security we needed. For instance, they selected an antivirus solution that benefited them, but not FirstCredit."

## Choosing a New Provider and Partner

FirstCredit began the search for a new MSSP with new requirements and parameters in place. They evaluated several “leading providers”, local firms, and boutique services - choosing BlueVoyant for their professionalism, level of expertise, and their real desire to partner. “Candidly, there was no comparison. From the get-go, we were pleasantly surprised with BlueVoyant’s commitment to partner with us.” - Tim Sheeler, CEO

## Meeting the Security Needs of Their Clients

### 24/7 Coverage

FirstCredit staffs their services from 8am to 10pm, seven days a week, which includes data transfers outside of the typical work day. Access to a SOC that is also staffed 24/7 was mandatory. BlueVoyant manages all aspects of event triage, investigation and remediation.

### Root Cause Analysis

Root cause analysis is also important to the FirstCredit team. They need to know when an event occurs, where the incident is coming from. BlueVoyant identifies where threats come from to prevent retargeting in the future. According to Tim, “Unless you’re a very large Fortune 1000 company, this [threat analysis] is going to be cost-prohibitive. Quite frankly, I believe it’s a little naive to think your team can stay on top of new threats introduced each day.”

### Proactive Security

For FirstCredit client relationships and reputation, it’s unacceptable to sit back and wait for bad things to happen. Internally, they stress the importance of staying ahead of threat actors and proactively improving their security posture. BlueVoyant’s Client Success Team (CST) helps achieve this approach. The CST ensures successful onboarding, provides guidance to improve security maturity, and manages the clients/BlueVoyant relationship.

### On-Going Client Engagement / The Client Success Team

CST Technical Account Managers (TAMs) are battle-tested security professionals that provide expert insights and advice to clients. Chris Teekema, Head of MSS Client Delivery at BlueVoyant, explains “It’s hard for our clients to be #1 at their business and #1 at security. Our job is to allow them to focus on their core business operations, while we focus on their security operations.”

## Ensuring Success

The value of the BlueVoyant’s Customer Success Team (CST) was realized right away. During the onboarding process, the CST took an inventory of all applications, operating systems and patches in the FirstCredit environment. They discovered an older version of the Microsoft OS running on one of the servers supporting a cloud-based application. FirstCredit reached out to the vendor and explained they could not continue with the relationship until the server was upgraded and they provided proof this was done.

It doesn’t end there. The BlueVoyant CST meets monthly with the FirstCredit team. Tim pointed out “BlueVoyant brings knowledge and education to us on a regular basis. We come out of every one of those conversations with new knowledge and things to think about.” He went on to say, “You can’t put a price on that type of relationship. We’re constantly taking BlueVoyant recommendations to improve not just our network security, but to improve all our IT functions.”

## Robust Support and Consultation

Working with FirstCredit, BlueVoyant has served as a resource for ad hoc inquiries and counsel for investments. These questions fall outside the normal bounds of a Managed Detection and Response (MDR) service relationship. When looking at a recent software purchase, they wanted to know how it impacted their network. BlueVoyant’s response was to offer an expert who could personally walk them through the options. “In an industry where companies want to nickel and dime everything, we never get that feeling working with BlueVoyant.”

So often, in IT engagements, the vendor’s interactions trail off pretty quickly. Tim describes a scenario common to many clients:

**“With other vendors, after the sale has been made, the attitude is we don’t need to continue to earn the business or develop the relationship. FirstCredit’s path to success has been through relationships and creating trust with our clients. We look for vendors who share the same values with us. We’ve found that with BlueVoyant.”**

Learn more at [www.bluevoyant.com](http://www.bluevoyant.com)  
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