

Cylera and ServiceNow Integration

Remediate Healthcare IoT Issues Faster with Integrated Workflows

Connected medical device details, risk, and threat intelligence automatically included in tickets



The Challenge

The Cylera platform is for healthcare delivery organizations (HDOs) who have IT security and clinical engineering teams that need to gain visibility and control over all of their healthcare IoT and connected medical devices. However, many of the healthcare IoT and connected medical devices Cylera discovers and examines for vulnerabilities and risk scoring are not visible to IT and clinical organizations.

The Solution

Cylera has partnered with ServiceNow to deliver unique insights from our discovery of healthcare IoT and connected medical devices into ServiceNow's CMDB. The Cylera and ServiceNow integration combines Cylera's asset discovery, inventory intelligence, risk analysis, threat detection, and device security data with the ServiceNow platform and its configuration management database (CMDB) and associated workflows.

This provides a seamless and efficient method to keep asset inventories complete and current for the entire healthcare enterprise in one location within ServiceNow. Trouble tickets and workflow processes for healthcare IoT and connected medical devices can be closely managed for progress and resolution. IT and other stakeholders in the organization also now have a consistent, unified view into medical device inventory, location, vulnerabilities, risks, and required mitigation.

Benefits

- ▶ Ease of use, with integration built in to the Cylera platform and simple configuration and setup
- ▶ Zero touch, no disruption to discovered healthcare IoT and connected medical devices
- ▶ Reduced integration complexity and cost of deployment
- ▶ Faster Mean-Time-To-Resolve (MTTR) for IT teams, as workflows provide full visibility into devices and associated cyber risks
- ▶ Faster "Time to Value" through enriched ServiceNow CMDB

Cylera provides the easiest, most accurate and extensible platform for healthcare IoT intelligence and security to optimize patient care, service availability, and cyber defenses across diverse connected medical device and healthcare environments. The Cylera platform accurately discovers, categorizes, assesses, and monitors known and unknown assets with high fidelity to deliver unparalleled asset inventory, usage telemetry, risk prioritization, analytics, and guided threat remediation. Cylera integrates with popular IT and healthcare systems to allow organizations to advance cyber program maturity, increase operational efficiency, mitigate cyber threats, and enable compliance readiness.