

Client Success Story

# Healthcare Technology Company Uses Effective Strategy to Thwart Crypto Miners Attacking 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

**Products Supported:** PeopleSoft 9.0



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

**Jeff Bell**

Chief Information Security Officer  
CareTech Solutions

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

## The CareTech Solutions Challenge

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

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

"Vendor patches don't effectively address all vulnerabilities," Bell explains. In fact, the vendor patch didn't fully mitigate the threat and systems continued to be exploited. "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 ERP servers with a connection to the internet, we immediately placed a call to our third-party software support provider, Rimini Street, for assistance."

Bell understood that CareTech's annual support with Rimini Street included Global Security Services, which he immediately engaged upon logging a request with the Rimini Street Primary Support Engineer.

## Benefits

- **Receives seamless ERP application support:** CareTech receives fast and effective security guidance around its ERP support services at no extra charge.
- **Gains increased security protection:** Rimini Street Advanced Application and Middleware Security is typically faster, less disruptive and offers greater protection than traditional vendor patching options.
- **Reduces support and maintenance spend:** CareTech is saving on its annual ERP support and maintenance costs, while gaining security advisory services from Rimini Street at no additional cost.

*"I would not hesitate to reach out to the Rimini Street Global Security Services team again. They were quickly able to identify the problem and lead us to an effective solution that mitigates Java deserialization with WebLogic."*

### Jeff Bell

Chief Information Security Officer  
CareTech Solutions

## For More Information

To learn more about CareTech or to read other client success stories, visit [www.riministreet.com/clients](http://www.riministreet.com/clients).

## The Rimini Street Solution

After identifying the nature of the attack, Rimini Street recommended the technology underlying its new Rimini Street Advanced Application and Middleware Security\* to mitigate the threat.

"Working with Rimini Street, we set up a demo scenario on a nonproduction server," Bell says. "They first used Metasploit to prove the vulnerability could be exploited. Next, we installed Rimini Street Advanced Application and Middleware Security, which blocked the exploit and gave us confidence to install in production." Because the virtual patching solution is easy to update, no regression testing and no system downtime are required. "This approach protects our software much quicker than critical patch updates 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 set it up within an hour on a new server." Future updates will be easy and require only minutes to apply.

## Client Results

"A week after we installed Rimini Street Advanced Application and Middleware Security technology, we got hit with more deserialization attacks," Bell says. "Because of Rimini Street's solution the attacks were immediately stopped, and the solution automatically alerted us to the attempt. The hacker's malicious scripts failed, which took us to a new level of confidence — the technology is providing the protection we need, better and faster than we ever thought possible."

In addition, to receiving guidance from Global Security Services at no additional charge, CareTech has been saving 50 percent on its annual 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 as well with Rimini Street's successful virtual patching software."

\*Rimini Street Advanced Application and Middleware Security is enhanced with technology from Waratek, whose technology was recommended and installed prior to the release of Rimini Street Advanced Application and Middleware Security.

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