CASE STUDY

How Wondr Health Improved Alert Triage Speed by Up to 70%,

Protecting Patient Data from Evolving Threats

A Mountain of Alerts and a Lean Team

Wondr Health, a leading weight-loss platform with over 275,000 active participants, built its success in delivering evidence-based, life-changing solutions. Shielding sensitive healthcare data in the cloud and maintaining compliance were non-negotiable priorities for Wondr, especially during their transition to a serverless AWS infrastructure.

With a lean technology team, Wondr faced the challenge of managing a high volume of security alerts and maintaining a strong security posture. “When so much information is coming in, it’s sometimes hard to know what to act on,” says Greg Shapley, Senior Vice President of Information Technology and Security at Wondr Health.

AT A GLANCE



Key Challenge:

Wondr Health needed to improve cloud security, reduce IT alert fatigue, and effectively manage their IT resources as they migrated to a serverless infrastructure.



Solution Provided:

ClearDATA’s Managed Detection and Response (MDR)for the cloud provided proactive threat detection, cloud security, and noise reduction for a future-ready platform.



Outcome:

Improved alert triage speed by up to 70%, savings of approximately 180 hours per month on threat detection and response and other security-related tasks, and reduced signal noise, freeing the team to focus on innovation and improving health outcomes.

Adaptive Security That Evolves with Wondr's Team

ClearDATA partnered with Wondr Health to implement a comprehensive cloud-specific MDR solution, addressing critical issues around threat detection, automated alert management, and cloud security. Key to this success: The robust onboarding process designed to tailor threat intelligence to Wondr Health's cloud environment.

"We focus on tailoring solutions to detect threats actively targeting customers like Wondr," says John Whetstone, VP of Managed Cybersecurity Services at ClearDATA, explaining his team's intelligence-first approach. "It takes away the feeling of being totally overwhelmed by the sheer volume of alerts from the internet."

Greg spoke about his confidence in the collaboration and ClearDATA's ability to turn reactive security into proactive measures, saying, "We trust our partner. We know that they've got our backs, and they're watching out for us. If we do have a problem, they're ready to help us respond immediately."

Streamlined Detection for Peace of Mind

Working closely with Wondr Health, ClearDATA fine-tuned alert systems, prioritized actionable insights, and eliminated unnecessary noise from redundant tools. ClearDATA's AI agents and automation remained ready to efficiently address brute-force attacks and other critical security threats.

ClearDATA's MDR services also integrated seamlessly into Wondr Health's new serverless infrastructure, ensuring security remained uncompromised as they advanced technologically. Shapley noted, "We needed a security solution that could change with us. The team at ClearDATA reassured us that we could remain compliant and secure as we roll out this new infrastructure."

The results were clear: The Wondr Health team now spends much less time working through a bounty of security-related tasks, thanks to the automation and intelligence built into ClearDATA's MDR solution.

Outcomes That Provided Security Peace of Mind

By relying on ClearDATA's MDR solutions, Wondr Health significantly reduced IT alert fatigue and enhanced threat detection accuracy. This freed Wondr's IT resources to focus on innovation and compliance, rather than chasing false alarms.

The Wondr Health team also saw measurable improvement in time to investigate (TTI), allowing them to respond to incidents faster and with greater confidence.

"I don't think of ClearDATA as just a vendor. They're truly a partner, invested in our success."



Greg Shapley
SVP, Information Technology & Security

Key outcomes for Wondr Health include:

- 50%-70% faster alert triage through ClearDATA's AI-powered tools.
- ~180 hours saved per month on MDR and security response efforts.
- Reduced signal noise and improved prioritization and response time to security alerts.
- Freed up internal resources to focus on core business goals, including enhancing user outcomes.

A Trusted Partner for the Future

Greg Shapley praised the working relationship ClearDATA established with Wondr Health from the start.

Greg sums up the relationship with ClearDATA as transformational, saying, “Knowing ClearDATA had our compliance and security needs covered meant we could redirect our energy to what we do best – helping people improve their health.”

Through expert guidance, advanced MDR solutions, and proactive support, ClearDATA continues to empower Wondr Health, setting the foundation for scalable, secure growth.

If you’re looking to reduce alert fatigue and enhance cloud security, we’ll help you make it happen.

Talk to a ClearDATA cloud expert today to learn how we can help your team turn complex security challenges into manageable processes while letting you focus on your core mission.

Hear from Greg Shapley on our successful partnership:

“The proactive security monitoring from ClearDATA gave us peace of mind. We didn’t have to worry about potential threats slipping through the cracks – they had us covered,” Greg shared.



Talk to a healthcare cloud expert

See how ClearDATA can accelerate your cloud, streamline your operations, and extend your staff.

(833) 992-5327

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Speak with an Expert

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