Part 1: Healthcare Cyber Threat Landscape

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Mike Yriart

Senior Account Manager – HealthCare

Intro: Mike Yriart - Senior Account Manager, HealthCare

Past Professional Roles: IT Strategy, Process Engineering and Project Management







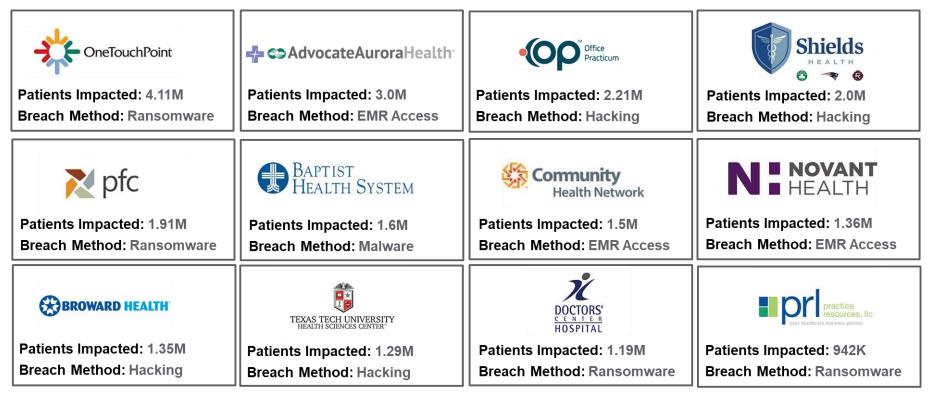
Happy Husband - Proud Dad Into Outdoor Adventure





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Largest Healthcare Breaches of 2022



Source: US Department of Health and Human Services Office for Civil Rights Breach Portal: <u>https://ocrportal.hhs.gov/ocr/breach/breach_report.jsf</u>

Impacting Patient Safety...

The New York Times

Patients of a Vermont Hospital Are Left 'in the Dark' After a Cyberattack

A wave of damaging attacks on hospitals upended the lives of patients with cancer and other ailments. "I have no idea what to do," one said.





Colleen Cargill Nurse, Oncology

"To look someone in the eye, and tell them they cannot have their life-extending or lifesaving treatment, it was horrible, and totally heart-wrenching," she said.

The very first person she turned away, a young woman, burst into tears. "She said, 'I have to get chemo, I am the mother of two young kids,"

Ms. Cargill said. "She was so fearful, and the fear was tangible."

...and Costing Immensely...



CommonSpirit Health Ransomware Attack Leads to \$150M in Losses To Date

As previously reported, CommonSpirit Health suffered a ransomware attack in October 2022 that impacted facilities across its network.



Universal Health Services Ransomware Attack Cost \$67 Million in 2020

Posted By HIPAA Journal on Mar 24, 2021

Why are Cyber Attacks on Healthcare Happening?

Healthcare Data is Highly Valuable

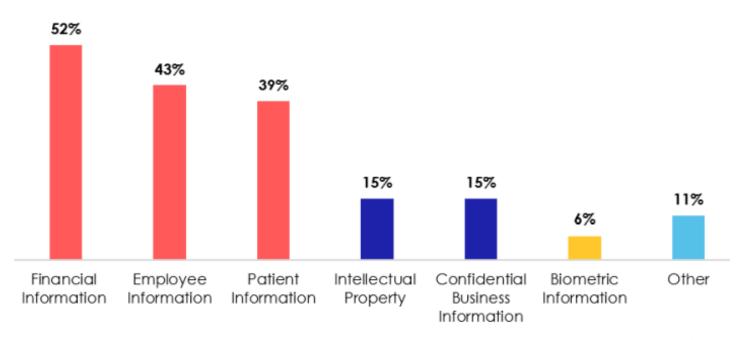


More valuable than credit card data

https://www.dmagazine.com/healthcare-business/2019/10/why-medicaldata-is-50-times-more-valuable-than-a-credit-card/

- Create a whole persona
- Create / seek medical treatment
- Obtain controlled substances
- Many cases include CC / SSN data
- Long lifecycle

Threat Actor / Criminal Motivation...



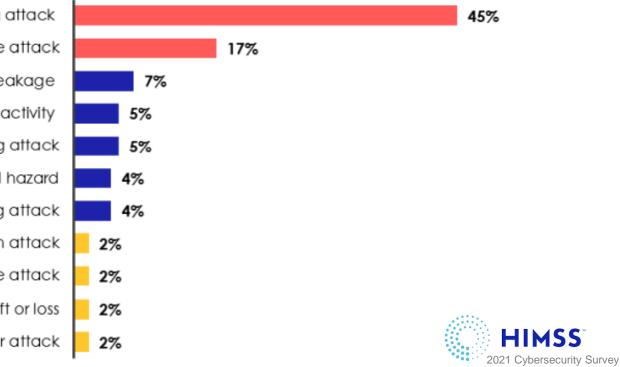




How are Cyber-Attacks on Healthcare Happening?

People (Over Machines) Are Leveraged in Most Attacks

Phishing attack Ransomware attack Breach or data leakage Negligent insider activity Social engineering attack Fire, flash flood, or natural hazard Credential harvesting attack Website or web application attack Distributed denial of service attack Theft or loss Supply chain compromise or attack



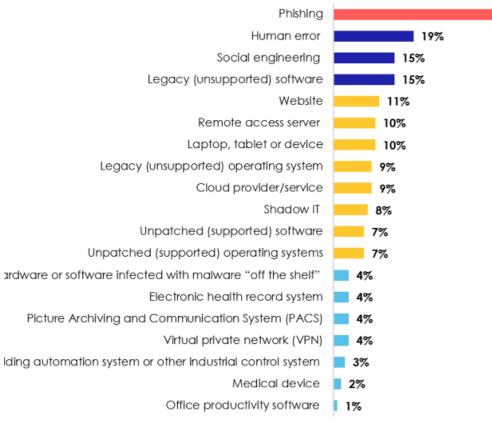
2021 HIMSS Healthcare Cybersecurity Survey Finding:

The Most Significant Security Incident:

- Phishing is still king. Phishing leads the pack.
- **\$ Financial information is the main target.** Threat actors typically go where the money is.
- **Wais Initial hook is by phishing.** Phishing tends to be the initial point of compromise.
- **Disruption is a typical impact.** Disruption is typical—whether organizations are prepared is another question.



The Initial Points of Compromise Ranked



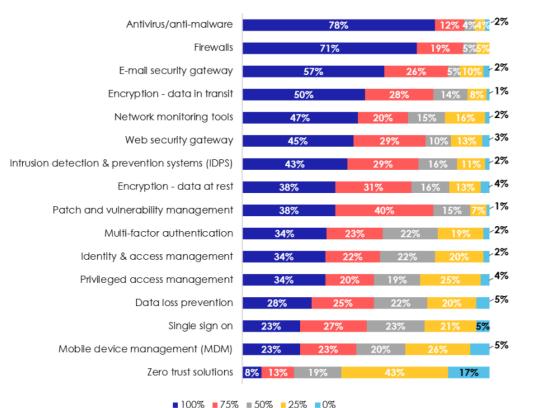


71%

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Successful Attacks vs Level of Security

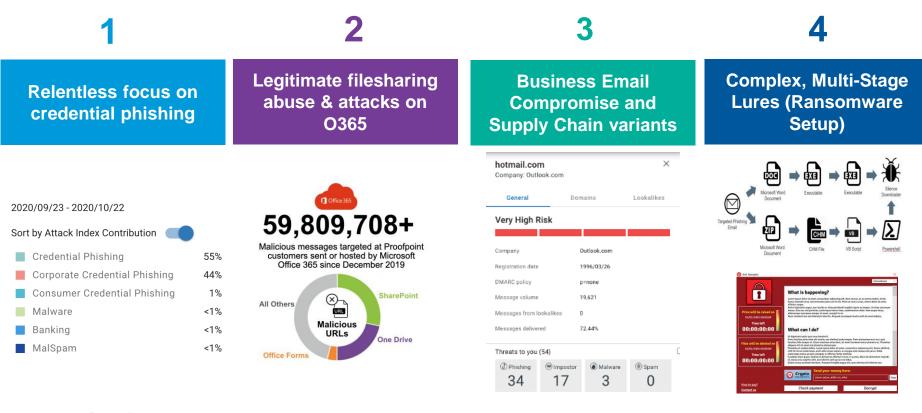


Percent Implemented



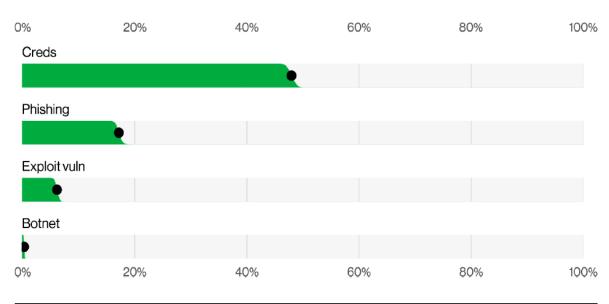
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Modern Threat Landscape – What We See



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2022 Verizon DBIR Summary of Findings:



There are four key paths leading to your estate: Credentials, Phishing, Exploiting vulnerabilities and Botnets. These four pervade all areas of the DBIR, and no organization is safe without a plan to handle them all.

Figure 5. Select enumerations in non-Error, non-Misuse breaches (n=4,250)

2022 Verizon DBIR Summary of Findings:

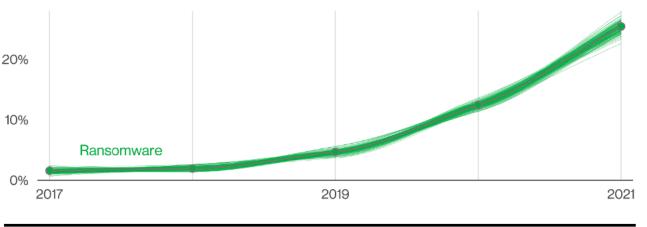


Figure 6. Ransomware over time in breaches

This year, Ransomware has continued its upward trend with an almost 13% increase–a rise as big as the last five years combined (for a total of 25% this year). It's important to remember, Ransomware by itself is really just a model of monetizing an organization's access. Blocking the four key paths mentioned above helps to block the most common routes Ransomware uses to invade your network.

2022 Verizon DBIR Summary of Findings:

 Compromised Supply Chain Partners were contributors to 62% of the Intrusion Incidents

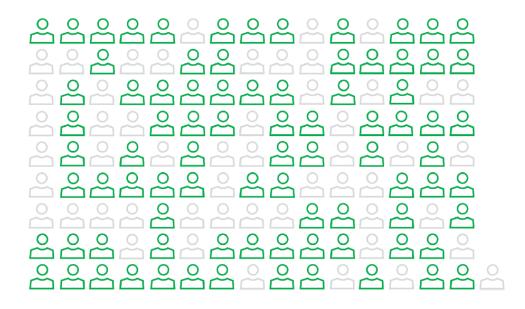
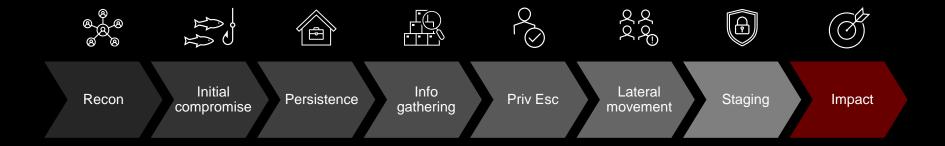


Figure 7. Partner vector in System Intrusion incidents (n=3,403) Each glyph represents 25 incidents.

How It Plays Out – Typical Cyber Attack Chain



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Recon – what happens?



Typical reconnaissance activities include packet sniffing, ping sweeps, port scanning, and internet information queries.







bian GNU/Linux comes with ABSOLUTELY NO WARRANTY, to the extent rmitted by applicable law. st login: Mon Dec 17 10:59:46 2012 from 192.168.1.6 8raspberrypi ~ 🖇





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← → C (@ upmc.com/about/why-upmc/mission/leadership

UPMC Leadership

One third of the UPMC Board of Directors' votes are cast by directors appointed by the University of Pittsburgh; and the remaining two-thirds of the total votes are held by a combination of individuals elected from the community at-large and individuals appointed by the Subsidiary Hospitals or their affiliated organizations.

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Committees of the board include Audit Ethics & Compliance Executive Compensation, Finance Governance & Nominating, Inclusion & Diversity, International & Enterprises, Investment, and Quality Patient Care.





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Initial Compromise Lure – Get Your Vaccine ID from the CDC

United States Centers for Disease Control

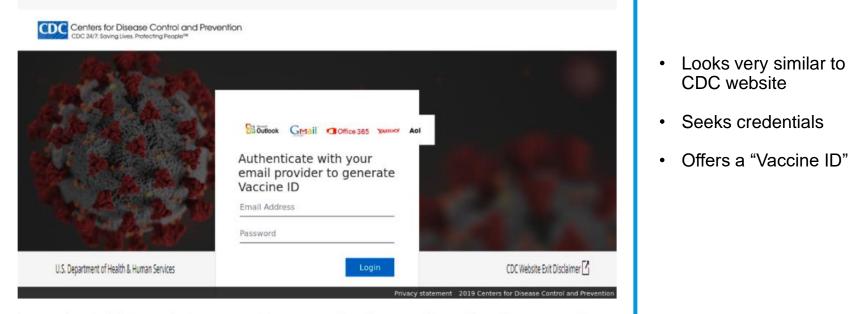


Figure 3: Spoofed CDC Branded Credential Phishing Template via cdc[.]gov[.]coronavirus[.]secure[.]server[.]shorttermrental[.]org

Initial Compromise Lure – Get Your Stimulus Check



Request SSN & Date of Birth

Initial Compromise Targeted Attack - IT Service Desk Coronavirus Notice

- Emails received with links leading to OWA credential harvesting page
 - Proofpoint observed Corona virus notice subject lines purporting to being from an internal IT-Service desk
 - The weaponized link in the campaign tricks users into signing up for a mandated seminar or risk disciplinary measures

Small Sized Campaign:

- Targets:
 - More than 400 messages
 - More than 10 customers targeted
 - Hospitals in Healthcare verticals were most impacted by this threat
- Impact: Stolen Credentials



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0 Outlock Web App

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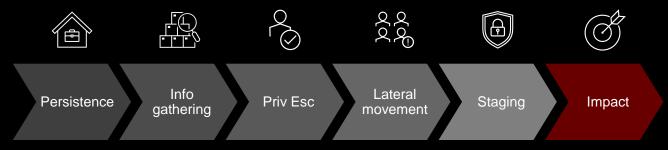
Dear Employee/Staff,

There is an ongoing outbreak of a deadly virus called coronavirus (Covid-19). The virus is spreading like wide fire and the world health organization are doing everything possible to contain the current situation. The virus which originated from china has hit europe, America, Asia and Africa. The government has hereby instructed all organization and institution to educate and enlightened their employee/staff about the virus in order to increase the awareness of the coronavirus (covid-19).

in view of this directives, the institution is currently organizing a seminar for all staff to talk about this deadly virus. All employee/staff are hereby ask to quickly participate in the quick survey to show your awareness about the coronavirus and also register for the seminar. The survey and seminar is compulsory in the battle to win the fight against this epidemic as all employee are Mandated to participate in the survey immediately you receive this notice. Disciplinary measure would be taken on staff that failed to carry out this instruction. Winning this battle is in our collective effort. Kindly follow the link <u>SURVEY/SEMINAR</u> to participate in the survey and register for the seminar.

Best Regards IT-Service desk

How It Plays Out – Persistence Through Impact



Persistence - Attackers typically use stolen credentials or malware to get a foothold within the network without being noticed

Info Gathering - Once logged in, they use other tools to find other user vulnerable accounts with more privileged access (**Privilege Escalation**)

Lateral Movement - Once attackers successfully find and login with domain admin type privileges, they can impersonate any user and move freely throughout the enterprise network.

Staging – Using a highly privileged account, the threat actor can install any software backdoor they want

Impact – The attacker leaves with data (exfiltration) and/or locks access to applications and data (ransomware)

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Ransomware Attack Example – Ortho Virginia

Healthcare **IT** News

Two years ago, Virginia's largest provider of orthopedic medicine and therapy, OrthoVirginia, was hit with a Ryuk ransomware attack that disabled access to workstations, imaging systems needed for scheduled surgeries, backed-up data and more.

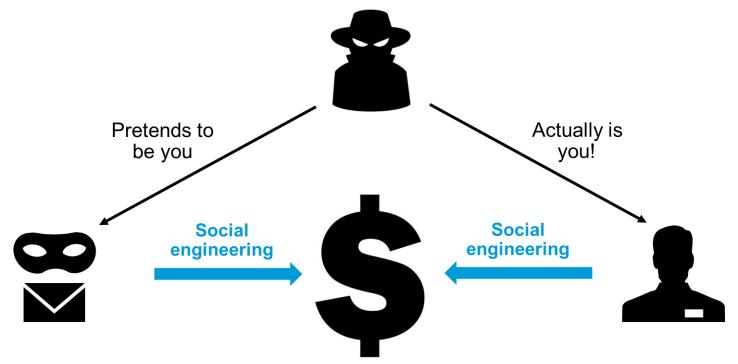
The initial compromise for the attack = *personal* E-mail!

Per Steve Cagle, CEO of Clearwater Security and Compliance, who helped Ortho VA recover:

- People are the number one vector for cyberattacks, and phishing/social engineering is a top threat. It is important to train your workforce to trust nothing and no one when it comes to the digital communication they receive, which now includes voicemails, text messages and phone calls. They need to learn to operate out of skepticism, doubting anything they can't verify as legitimate, including QR codes.
- It's also crucial to test the effectiveness of that training with periodic phishing and social engineering exercises, where you're sending a simulated smishing or vishing to see if/how many of your employees click or respond in ways they shouldn't. This validates the effectiveness of your training and identifies any gaps that need to be filled.

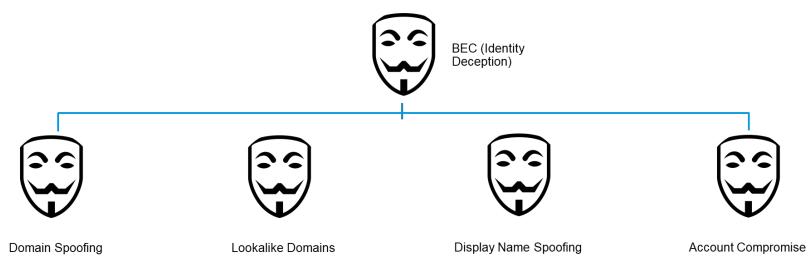
Business Email Compromise (BEC) Impact on Healthcare

BEC Defined - Fraudsters Pose as Someone the Target Trusts



Common BEC Tactics

Business Email Compromise (BEC)

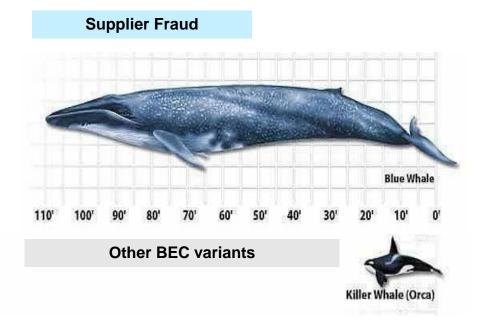


Also known as Email Account Compromise (EAC)*

More and More BEC Variants



Supply Chain is Healthcare's Largest Cyber Challenge

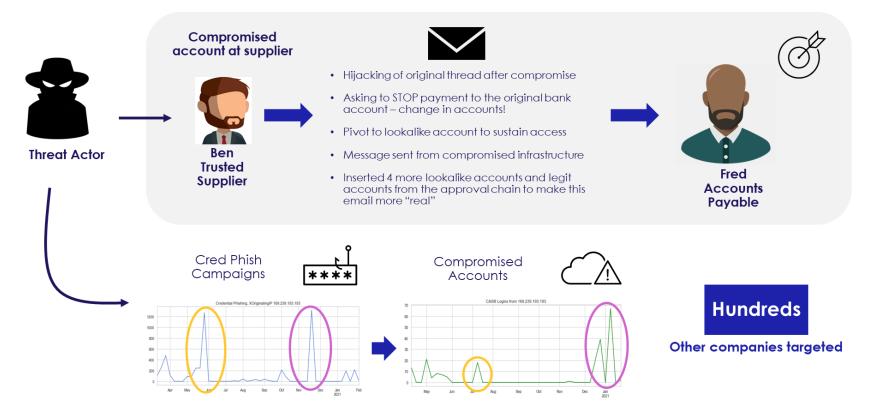




of monitored healthcare organizations have received a threat from a supplier domain via impersonation or BEC

Source: Proofpoint/HIMSS: Addressing supply chain risk and patient safety, 2021

Common Attack Pattern



Medical Supplier

Pennsylvania

April 2021 indictment

medical supplies

\$2,000,000

"A Pennsylvania University"

Location:

Date:

Target:

Supplier:

Severity:

THE UNITED STATES ATTORNEY'S OFFICE NORTHERN DISTRICT of GEORGIA

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		N	lorthern District of Georgia		
FOR IMME	DIATE RELEA	ASE		Tuesday, A	pril 20, 2021

Powder Springs man indicted for laundering over two million dollars in proceeds from a Business Email Compromise scheme

ATLANTA - Denis Onderi Makori has been indicted on charges relating to a business email compromise (BEC) scheme targeting a Pennsylvania university and allegedly defrauding it out of more than \$2 million.

"Business email compromise schemes pose a severe risk of financial loss to public and private institutions alike," said Acting U.S. Attorney Kurt R. Erskine. "In this case, Makori allegedly helped orchestrate a scheme that caused a university to transfer unknowingly over \$2 million to bank accounts he controlled."

"BEC schemes like this alleged one are a big reason why the Georgia Cyber Fraud Task Force, comprised of federal, state and local agencies, was launched in February," said Chris Hacker, Special Agent in Charge of FBI Atlanta. "It takes a combination of education and our priority to investigate and prosecute these cases to make it a deterrent to those who contemplate committing these crimes."

According to Acting U.S. Attorney Erskine, the indictment, and other information presented in court: Various individuals allegedly engaged in a fraudulent BEC scheme to cause a university located in Pennsylvania to send payments totaling more than \$2 million via Automated Clearing House (ACH) to a bank account controlled by Makori, rather than to the intended beneficiary of such payments, a medical supply company based in Alpharetta, Georgia.

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Medical Device Manufacturing Category **Diabetes Care**

Location:	Global
Date:	Current
Target:	LifeScan
Partner:	Platinum
Objective:	steal mor

Severity:

Equity

ney

extreme

Spear Phishing attempt TTPs: no account compromise

From: Look alike Partner Accounts Payable

To: CFO

Subject: Payment not received

Payment supposedly late

Result:

CFO follows the process to do some checking and verifying away from automated processes.

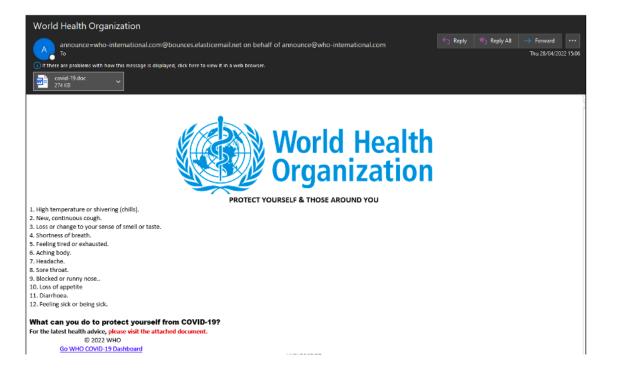
Informed Security of the attempt and investigation happened.

No money was transferred.

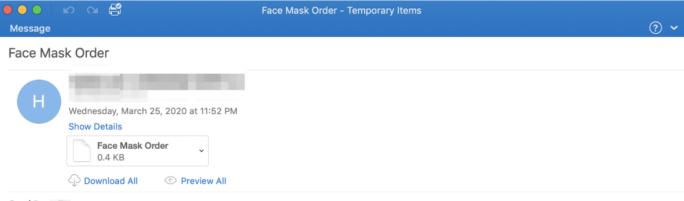
Additional steps to block bad actor emails and domains.

Impostor Email from the "World Health Organization"

- Starting April, 2022
- Nerbian RAT
- 64-bit cross-platform malware variant written in Go
- Dropped in smaller phishing campaigns.
- Impersonates the World Health Organization and purports to be sending COVID-19 information to the targets.



Lure – Purchase Order for PPEs



Good Day

Please see attached purchase Order and guaranteed specification for your reference.

Kindly provide us your proforma invoice so we may proceed with payment

Hopping for your soonest response

Thank You

Best Regards

Saludos.

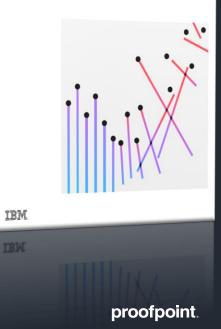
Corporativo Aduanal Nayef SA de CVHeriberto Lopez CastilloTelefono Nextel. 52(867) 192-0723

Why It's Important: More Detail on Impact to Healthcare

Cybersecurity State of the Union –2022 IBM Cost of a Data Breach Report

Cost of a Data Breach Report 2022

BM Security



Average Total Cost of Data Breach Per Industry

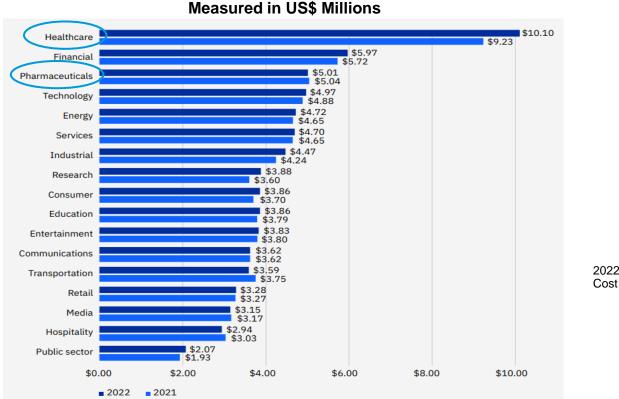
\$US Millions



2022 IBM Ponemon

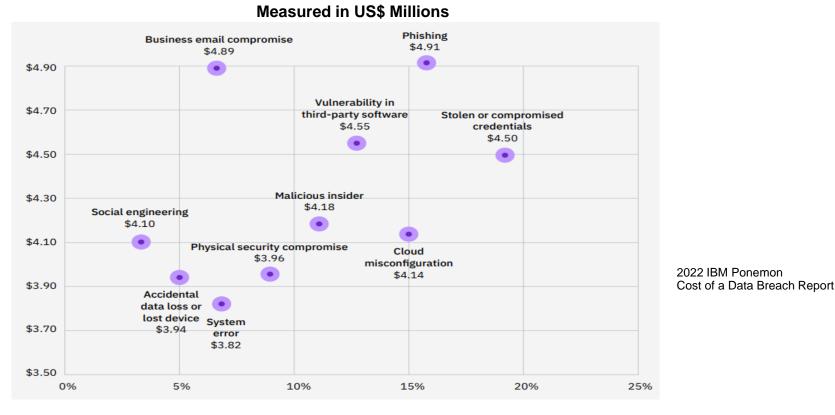
Cost of a Data Breach Report

Average Total Cost of Data Breach by Industry



2022 IBM Ponemon Cost of a Data Breach Report

Average Cost and Frequency of Data Breaches by Initial Attack Vector

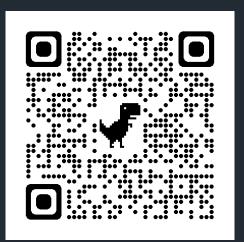


DIY Activities

Given what you've learned, what would you fix first, second and third if you were a security practitioner?

Check out the HHS Breach Portal:

https://ocrportal.hhs.gov/ocr/breach/breach_report.jsf



Part 2: Protection Against Cyber Attacks on Healthcare

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Mike Yriart

Senior Account Manager – HealthCare

DIY Activities from Part 1:

1) What would you fix first, second and third if you were a security practitioner?

2) Anything surprising you saw in the HHS Breach Portal? https://ocrportal.hhs.gov/ocr/breach/breach_report.jsf



Refresher from Part 1: Healthcare Cyber Threat Landscape

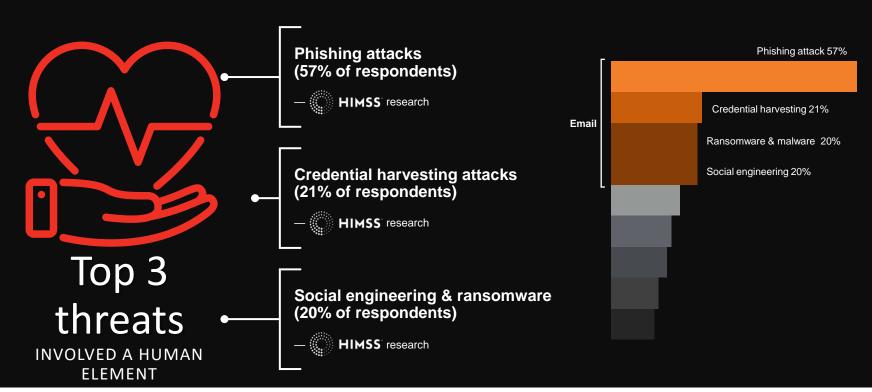
- Healthcare Data is highly targeted and very valuable
- People (Over Machines) Are Leveraged in Most Attacks
- Credentials (usernames / passwords) are constantly being stolen
- E-mail is the top initial point of compromise for Healthcare

And now, a bit more perspective to help determine what to do...

Top Three Cybersecurity Risks: All People-centric



And in Healthcare? All People-centric



Cybersecurity State of the Union – 2022 Cyber Insecurity in Healthcare Ponemon Report

CYBER INSECURITY IN HEALTHCARE: THE COST AND IMPACT **ON PATIENT SAFETY** AND CARE internet and another conducted in Poneman INSTITUTE proofpoint

Cyber Insecurity & The Impact on Patient Care

With sponsorship from Proofpoint, Ponemon Institute surveyed 641 IT and IT security practitioners in healthcare organizations who are responsible for participating in cybersecurity strategies including setting IT cybersecurity priorities, managing budgets and selecting vendors and contractors.



of organizations in this research had at least one cyberattack over the past 12 months

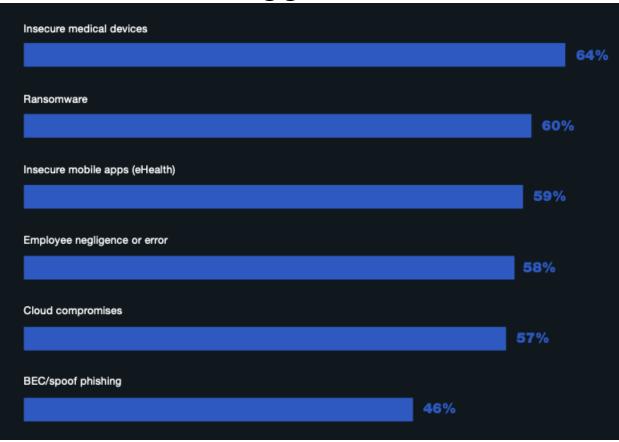


The average total cost for the single most expensive cyberattack experienced over the past 12 months



in lost productivity was on average the most significant financial consequence from the cyberattack

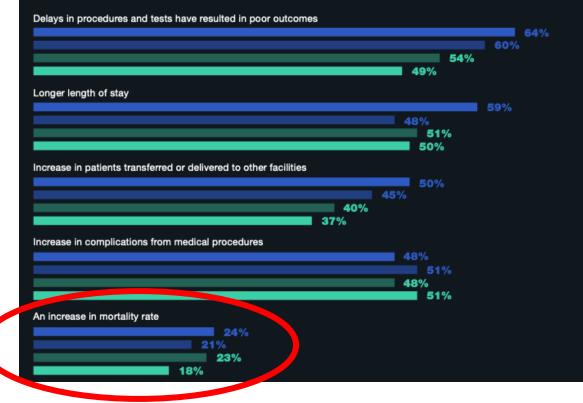
Current Threats of Biggest Concern



Cyber Attacks That Have Actually Disrupted Patient Care



...And Adversely Impacted Patients



Ransomware attacks

- BEC/spoofing attacks
- Supply chain attacks
- Cloud compromises

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What are the ways to protect Healthcare?

General Security Components to Defend at Each Attack Stage:

Stop Discovery, Prevent Data Protect Against Lateral Movement Exfiltration or **Initial Compromise** & Persistence Destruction Firewall Immutable Data Backups Web Application Firewall E-mail Archiving Endpoint / Virus Protection Firewall Security Awareness Training Vulnerability Scanning Web Application Firewall Cloud DLP (CASB) Patch Management Endpoint / Virus Protection Endpoint DLP **Identity Management Cloud Application Security** Insider Threat Management (ITM) Secure E-mail Gateway Broker E-mail DLP DMARC Secure Web Gateway Malicious Mail Pull-Back / Retrieval Web Isolation Zero Trust Network Access Security Awareness Training SaaS Isolation **Identity Threat Detection & Phishing Simulation** Secure Web Gateway Response Web Isolation Zero Trust Network Access (ZTNA) Secure Web Gateway **Cloud Application Security Broker**

Where should we start?

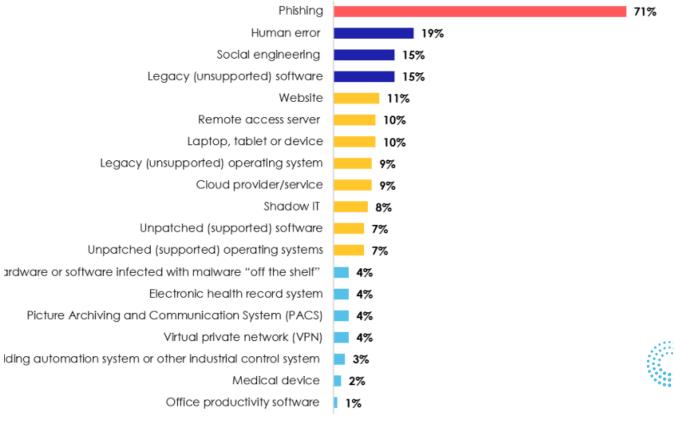
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Refer back to this: Average Cost and Frequency of Data Breaches by Initial Attack Vector



Measured in US\$ Millions

And Refer back to this: The Initial Points of Compromise Ranked





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Top 6 Security Mechanisms to Defend, based on Initial Point of Compromise, Cost and Frequency of Attack

- Security Awareness Training and Phishing Simulation
- Secure E-mail Gateway and related technologies
- Identity Threat Detection and Response
- Cloud Application Security Broker
- Data Loss Prevention & Insider Threat Management
- Vulnerability Scanning & Management

What are all these things?

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Security Awareness Training and Phishing Simulation

- Assess user knowledge and provide lessons about evolving critical security subjects in order to ensure security-conscious individuals who understand risks and take the right measures to protect sensitive information, systems, and people.
- Lessons could include physical security, sensitive data (HIPAA, PHI, PCI), regulations, E-mail, mobile devices, social engineering scams, malware, passwords, web browsing, USB drives and the like.
- Phishing Simulation sends fake phishing emails to employees to test and increase their awareness of phishing attacks.

Secure E-mail Gateway and related technologies

- A secure email gateway is a system that filters and monitors incoming and outgoing email traffic, enforcing security policies, and protecting against various threats such as spam, malware, phishing attempts, and data leaks.
- A variety of choices exist, from basic giving low efficacy, to the more comprehensive, which leverage AI for filtering, and offer more features for advanced threat protection, pulling back post-delivery weaponized mail, data loss prevention, and detection of zero-day threats.

Identity Threat Detection and Response

- Identity threat detection and response (ITDR) is a security mechanism to identify identity vulnerabilities and help remediate them. It can also detect when identities are being used as part of a cyber attack and halt the attacker.
- ITDR is a critical component of any comprehensive cybersecurity strategy, because so many cyber attacks require credentials to work. By protecting identities, organizations can drastically cut the attacker's ability to gain access to sensitive data or systems.

Cloud Application Security Broker

- A security solution that helps organizations control and secure their cloud usage. CASBs can help organizations to:
 - > Enforce security policies on cloud usage, like use of third-party apps
 - Protect sensitive data in the cloud
 - Detect and respond to cloud-based threats

Data Loss Prevention & Insider Threat Management

- Data Loss Prevention (DLP) is process driven technology used to identify, classify, and protect sensitive data. DLP can help organizations to:
 - Prevent unauthorized access and movement of sensitive data
 - Detect and prevent data breaches
 - Comply with data protection regulations
- Insider Threat Management is another process driven technology which can provide even more contextual insight into a person's activity on an endpoint. This activity can involve use of apps, movement of data, web browsing and other related activities

Vulnerability Scanning & Management

- Vulnerability management is the process of identifying, assessing, and mitigating vulnerabilities in an organization's IT assets. Vulnerability management can help organizations to:
 - Reduce the risk of data breaches and other security incidents
 - Improve compliance with security regulations
 - Protect their IT assets from attack
- Vulnerability management is an ongoing process, and it is important to continuously monitor for new vulnerabilities and to update security controls as needed.

So how can Proofpoint help?

Break the Attack Chain & Address Risks that Matter Most - This is where **Proofpoint** focuses



PEOPLE ARE COMPLEX, DIFFERENT



PROTECTION FOR PEOPLE, HOW AND WHERE THEY NEED IT

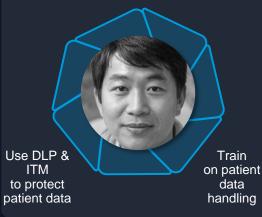
Web isolation

to preserve

privacy

ROLE: Nursing Contractor

Isolate all links to shared alias so clicks do no harm



ROLE: Physician Deliver custom training on

campaigns targeting research & PHI

Flag risky Protect cloud collaboration suppliers with tags endpoint DLP

with web.

Train on BEC threats

ROLE:

Finance

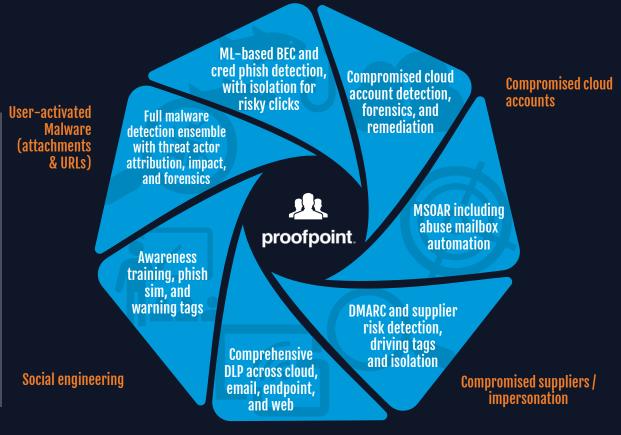
Block impostor

attacks with ML

PLATFORM APPROACH: THE RIGHT PROTECTION FOR THE RIGHT PEOPLE

"The evolution in threats has led to increased demand for other techniques and services, such as DMARC, cloud access security broker (CASB)/API integrations, continuous awareness and mail-focused security orchestration, automation and response (MSOAR)."

Gartner



Data theft

Stolen credentials/phishing

PROOFPOINT KEY CAPABILITIES

- E-mail Protection / Gateway
- Compliance & Archiving
- E-mail Fraud Defense (managed DMARC/DKIM/SPF)
- Secure E-Mail Relay
- Identity Threat Detection and Response
- Browser & SaaS Isolation
- Phishing Simulation & Security Awareness Training
- Sensitive Data Discovery, Classification & Tagging
- Data Loss Prevention & Cloud Security
- Secure Web Gateway & Zero Trust Networking

Proofpoint Platform Components to Defend at Each Attack Stage:

Stop Discovery, Prevent Data Protect Against Lateral Movement Exfiltration or **Initial Compromise** & Persistence Destruction **Proofpoint Security Proofpoint Protection Server** Awareness Training (PPS) **Cloud Application** Archiving E-mail Fraud Defense (EFD) **Security Broker** Cloud DLP(CASB) **Targeted Attack Protection** Endpoint DLP (CASB) • (TAP) Proofpoint Secure **Insider Threat Management** • Threat Response Auto-Pull Web Gateway (ITM) (TRAP) Zero Trust Network E-mail DLP • **Proofpoint Security** Access (ZTNA) Isolation • Awareness Training (PSAT) • **Identity Threat** SaaS Isolation • Isolation **Detection & Response Proofpoint Secure Web** ٠ **Closed Loop E-mail Analysis** (Illusive) Gateway & Response (CLEAR) Zero Trust Network Access • **Cloud Application Security** (ZTNA) **Broker (CASB)**

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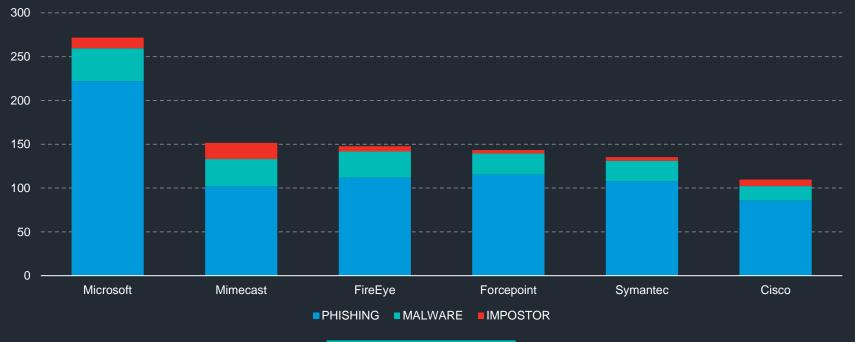
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Advanced threats delivered by other vendors during threat assessments in 2022



Advanced Threats Detected / 1,000 mailboxes

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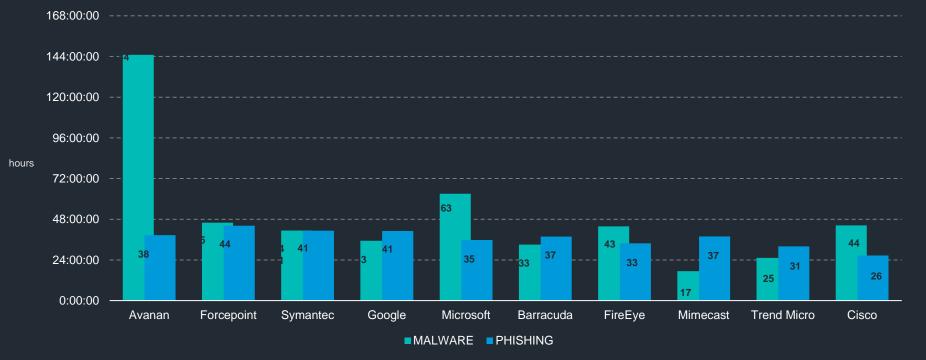
For Customer Use

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Proofpoint detected threats hours before the competition

Threats detected by Proofpoint seen delivered by others during threat assessment in 2022

Average Dwell Time (hours)



For Customer Use

Financial Implications: Email Security

Benefits – Investment Costs = Business Value

Investment Costs

 This value includes the licensing, professional services, and costs for internal resource time through the deployment.



Risk Resistance

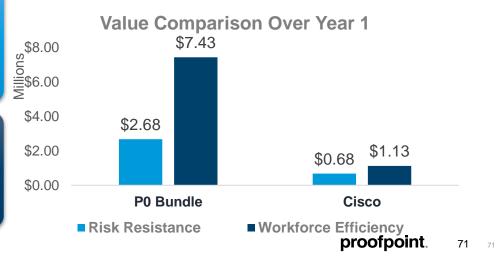
• This risk-adjusted value is based on the probability of experiencing a data breach using an annual rate of occurrence (ARO) of 1 incident per year.



Workforce Efficiency

• Efficiency is representative of a significant reduction in the level of effort to monitor, prevent, and respond to potential threats.

Category	P0 Bundle	Cisco	Diff
Investment Costs			
Risk Resistance	\$2,679,665.80	\$681,632.00	\$1,998,033.80
Workforce Efficiency	\$7,434,842.98	\$1,125,908.67	\$6,308,934.31
Total			



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Proofpoint – Healthcare Overview

The leader in protecting people from advanced threats and compliance risk

78% of healthcare companies in Fortune 500

TOP 8 Of the ten largest U.S. health insurers

70% of top 10 best hospitals



Enhancing knowledge of HC security challenges









Thank you

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