How Carahsoft Transformed a Health Provider's AWS Environment with Smarter Security and Cost Savings

About the Customer

Health Services Provider (HSP) is a cornerstone of the federal government's citizen services sector, delivering essential human services to the U.S. people while navigating the complex world of regulatory compliance. Operating in a highly regulated space, HSP depends on its AWS cloud environment to power critical workloads, ensuring both security and efficiency are top priorities.

Customer Challenge

HSP was facing a double-edged sword: security vulnerabilities and increasing AWS costs. Their initial setup fell short of critical compliance standards like FIPS 140-2 and NIST, with weak multi-factor authentication (MFA) and unsecured root user access leaving them exposed. Additionally, outdated storage volumes and overprovisioned EC2 instances were driving up expenses, with an estimated 10% overspend on compute and storage. AWS Security Hub flagged issues like unencrypted S3 buckets and incomplete security controls, putting HSP at risk of regulatory penalties and data breaches. These challenges were threatening HSP's ability to deliver reliable, secure healthcare services.

Partner Solution

Carahsoft guided HSP on a comprehensive solution that tackled both security and cost head-on, aligning with the AWS Well-Architected Framework's focus on security and cost optimization. Here's how:

- **Strengthened Security Posture:** Carahsoft enforced virtual MFA for all IAM users and introduced FIPS 140-2 and NIST-compliant YubiKey hardware MFA devices for root users, ensuring bulletproof authentication. They also activated AWS Security Hub and Config to eliminate vulnerabilities, achieving full compliance with AWS Foundational Security Benchmark controls. Real-time alerts via Amazon SNS kept HSP's team in the loop on potential threats.

- **Optimization:** By upgrading to gp3 EBS volumes, HHS cut storage costs by 11% while boosting performance. They also right-sized EC2 instances and eliminated unnecessary workloads, saving on compute costs significantly. AWS Cost and Usage Reports were utilized to give HSP clear visibility into their spending.

- **Smarter Monitoring:** AWS Trusted Advisor delivered real-time recommendations, while Amazon QuickSight dashboards gave HSP's team a clear view of cost, performance, and security metrics. Cost Anomaly Detection flagged unexpected spikes and kept budgets in check.

- **Customer Enablement:** Carahsoft equipped HSP's team to better control their AWS environment through hands-on workshops in which they trained users on AWS Security Hub, Config, and cost optimization tools. This helped to foster a culture of proactive management in the customer organization.

Results and Benefits

The solution that Carahsoft advised on and helped HSP to implement delivered measurable wins across the board:

- **Security Compliance:** HSP achieved full compliance with AWS Security Hub benchmarks, meeting FIPS 140-2 and NIST standards with robust MFA. This was top-of-list for HSP.

- **Savings:** Monthly AWS costs dropped by 5%, saving thousands through smarter storage and compute optimization. The service paid for itself in just days and annual net savings are estimated to be in the six-figures.

- **Better Performance:** Upgraded EC2 instances and storage volumes increased efficiency, which delivered faster, more reliable services.

- **Faster Response Times:** Automated alerts cut incident response times by 40%, keeping HSP ahead of cost and security issues.

- **Streamlined Operations:** Automation saved HSP's team around 10 hours a week and allowed them to focus on strategic priorities.

- **Empowered Staff:** Training gave HSP's team the confidence to manage their AWS environment proactively.

Carahsoft's guidance set up HSP for long-term success. With a secure, cost-efficient, and scalable AWS environment, HSP is now better equipped to deliver critical healthcare services without breaking the bank or compromising on compliance.

About Carahsoft

Carahsoft Technology Corp. is a government IT solutions provider and AWS distributor and service provider supporting Public Sector organizations across Federal, State and Local Government agencies and Education and Healthcare markets. Working with resellers, systems integrators and consultants, our sales, marketing, and service delivery teams provide industry leading IT products, services and training through hundreds of contract vehicles.