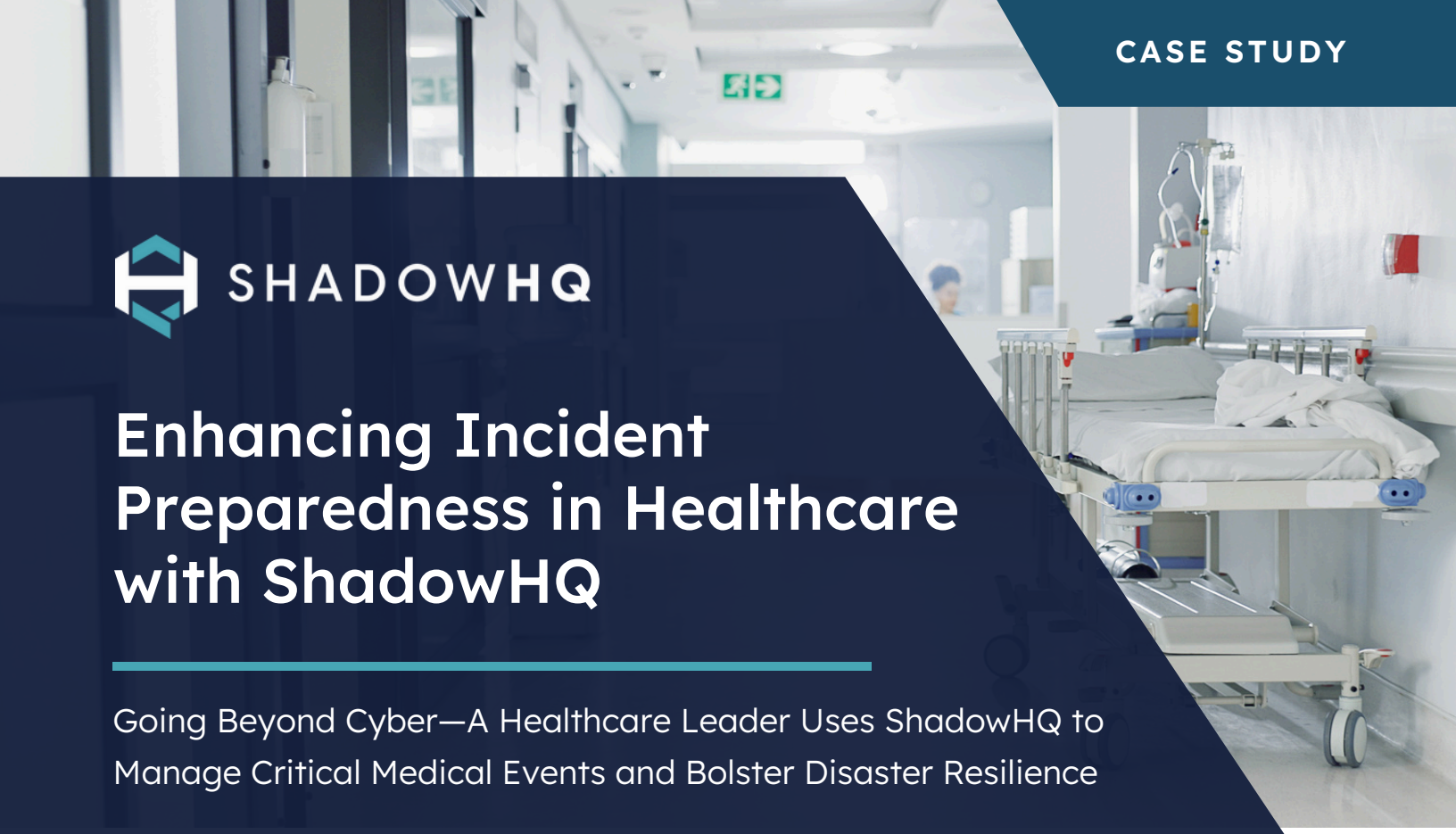
CASE STUDY



SHADOWHQ

Enhancing Incident Preparedness in Healthcare with ShadowHQ

Going Beyond Cyber—A Healthcare Leader Uses ShadowHQ to Manage Critical Medical Events and Bolster Disaster Resilience

Customer

Healthcare Resilience That Goes Beyond the IT Playbook

In a sector where continuity of care can mean the difference between life and death, a leading healthcare organization based in New York State sought to modernize its incident preparedness strategy, without relying on vulnerable internal infrastructure.

While originally evaluating ShadowHQ to strengthen cybersecurity and disaster response readiness, the organization quickly discovered broader use cases. Today, the platform supports not only out-of-band communication and response coordination during cyber events, but also helps track and manage medical incidents like patient falls and medication errors.

ShadowHQ has become an essential part of the organization's multi-layered approach to risk and crisis management across departments, not just IT.

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INDUSTRY

Healthcare & Long-Term Care

HEADQUARTERS

United States

COMPANY SIZE

- Over 4,500 employees
- Serves over 12,000 adults and individuals with special needs across a continuum of healthcare services
- Top-rated U.S. nursing homes

The Challenge

A Need for Out-of-Band Preparedness and Offline Accessibility

Like many healthcare systems, this organization had traditionally stored its disaster recovery and incident response documentation on its internal network. This posed a major risk: if a cyberattack or technical outage were to impact internal systems, critical documents—such as EMR fallback procedures, contact trees, and response playbooks—would become inaccessible.

Prompted by high-profile ransomware incidents in the healthcare sector, the organization recognized the need for:

- A **secure, off-network platform** to house essential documentation
- The ability to **revert to paper-based processes** if needed
- Stronger support for **incident tracking and governance across teams**

> **"We've gone all-in on digital transformation, but we realized we needed a path back to paper—one that's accessible even when our systems aren't."**
> — CIO, Confidential Healthcare Provider

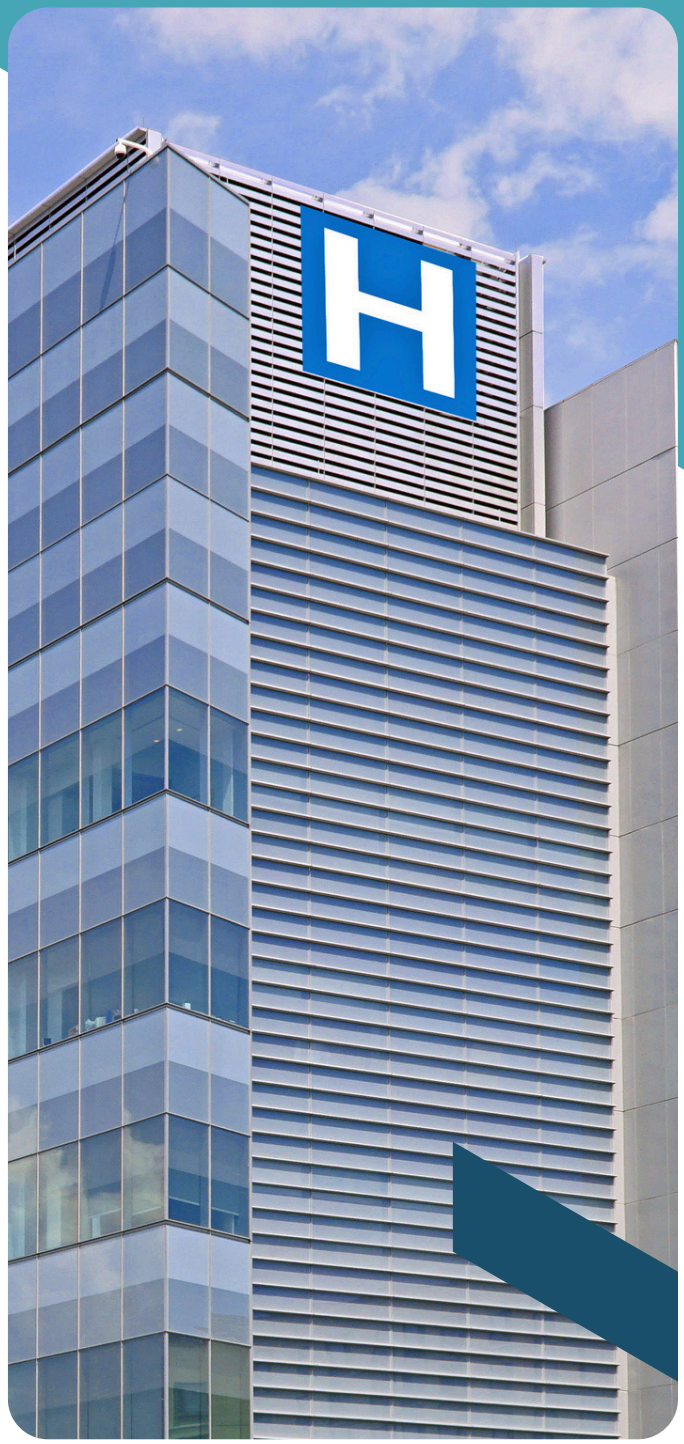
The Solution

A Secure Platform That Supports Crisis Response—And Medical Safety

Initially adopted to bolster the cyber side of business continuity planning, ShadowHQ quickly proved its value across the broader organization. In addition to securely storing and organizing critical documentation for cyber incidents and disaster scenarios, the platform offered robust incident tracking functionality.

Use cases now span cybersecurity and medical operations:

- **Cyber & IT Response:** Centralized tabletop documentation, out-of-band response coordination, stakeholder alerts
- **Medical Incident Tracking:** Patient falls, medication errors, and other clinical events tracked for resolution and governance
- **Offline Readiness:** Paper fallback forms and procedures readily accessible in secure, cloud-based environments
- **Cross-Department Adoption:** Platform usability empowers non-technical users and leadership during response exercises



> **“ShadowHQ started as our Plan B for cyber," said the CIO. "But it’s now helping us manage real-world events in patient care.”**

The Results

Enhanced Resilience and Rapid Cross-Team Response

Although difficult to measure in exact dollars, the value of ShadowHQ has been clear to the organization:

- **Critical documentation is now accessible during outages or breaches**
- **Tabletop exercises are better documented and easier to run**
- **Leadership and non-technical users can engage without friction**
- **The platform supports compliance best practices**, including HIPAA readiness and documentation trails

ShadowHQ offers an intuitive, easy-to-use platform that requires no IT complexity, making it accessible to both technical and non-technical users alike.

> **"When we send out a ShadowHQ alert, even our non-technical leadership teams can quickly connect, participate, and take action. It just works."**
> — CIO, Confidential Healthcare Provider

The team behind the platform is known for their responsiveness and strong customer support, consistently listening to feedback and iterating quickly to improve the user experience.

As the needs of healthcare organizations evolve, so too does the platform—now featuring an expanding set of capabilities, including SOC 2 compliance to support broader operational use cases. Its pricing model is also well-suited for non-profit healthcare environments, allowing organizations to adopt enterprise-grade resilience tools without budgetary strain.

Most importantly, ShadowHQ empowers teams to move beyond siloed incident response practices and toward a more cohesive, organization-wide approach to crisis governance.

As healthcare delivery grows more digital—and more vulnerable—this leading organization's experience shows the power of planning for the unexpected. By adopting ShadowHQ, they built not just a fallback plan for ransomware, but a resilient, cross-functional incident response program that supports clinical, operational, and cyber teams alike with the CIO noting that: **"Everyone needs a Plan B. ShadowHQ is ours."**

> **“They’re a phenomenal partner. They listen, they improve, and they make crisis response easier for everyone—technical or not.”**
> **— CIO, Confidential Healthcare Provider**

SHADOWHQ

About ShadowHQ

ShadowHQ is a secure, out-of-band platform that helps CISOs and disaster recovery teams achieve incident preparedness. **Learn more at www.shadowhq.io.**

Schedule a demo at **shadowhq.io/book-a-demo/**