

How 360 Advanced helps Luma Health build a *robust compliance program* and differentiate themselves in their industry

INDUSTRY:
HEALTHCARE

650+ HEALTHCARE
ORGANIZATIONS ON
THEIR PLATFORM

50+ MILLION
PATIENTS SERVED

THE CLIENT

Luma Health is the creator of the world's first digital Patient Success Platform™, which connects and orchestrates all of the steps in the patient journey, along with all the operational workflows and processes in the healthcare ecosystem.

“Our work with 360 Advanced demonstrates to our clients that we take the security and privacy of their data very seriously, and that we’re continuously trying to improve our program and stay on top of changes and emerging threats.”

“It also boosts our business brand as well. We’re one of the only companies in our space that has HITRUST, SOC 2 and ISO 27001, and it definitely separates us, especially when we go into a sales meeting or talk to a prospect’s info security team. It gets us a seat at the table with clients who may not have considered us previously.”



NICK LEES

DIRECTOR OF INFORMATION SECURITY AND COMPLIANCE
LUMA HEALTH

OPPORTUNITY

When Nick Lees became the Director of Information Security and Compliance at Luma Health, the company had seen an increase in client requests for their standards and compliance certifications. They already had their SOC 2 Type 2 assessment and were interested in adding in HITRUST CSF. Nick recognized the opportunity to not only do that, but to implement a more thorough and robust compliance program that could help Luma attract more clients and bigger business opportunities.

SOLUTION

Before coming to Luma Health, Nick worked jointly with 360 Advanced to provide compliance assessments and cybersecurity services for an info security program he was building at another company. He really valued 360 Advanced's technical knowledge and collaborative nature, and knew he wanted 360 Advanced to help him build a compliance program for Luma. Luma Health has used 360 Advanced as their trusted third-party advisor since 2021.

“When you work with 360 Advanced, you’re getting more than a service; you’re truly getting a partner. You work with the same people over time and they really get to know your environment. That continuity makes it easier to go into new assessment cycles, because they’re already familiar with you and can jump right in.”

RESULTS

- They’ve grown an industry-leading compliance program that includes SOC 2 Type 2; HITRUST; Penetration Testing; and ISO 27001 – with the ability to easily add more over time
- They see significant time and cost savings because they can combine their compliance efforts instead of doing each assessment individually
- Their wide range of compliance and security efforts increases their chances of winning new clients and bigger business opportunities
- Their sales cycles are shorter because they’re able to quickly demonstrate their compliance through 360 Advanced’s audit reports
- The continuity of 360 Advanced’s team allows for more streamlined assessments cycle after cycle
- They have a true advisor who doesn’t just care that they’re compliant but that they’re secure, and consistently brings new ways Luma can bolster their info security efforts

“Compliance can be as simple as putting a tick in a box, but that doesn’t necessarily make you secure. 360 Advanced is focused on more than just our certifications – they want to help us improve our security. At the end of every engagement they say, ‘These are things we’ve observed that you could do at low or zero cost to improve the strength of your program.’ It’s things like that that make 360 Advanced a true partner for us.”

See how our approach to compliance can increase your company’s security **and** chances to win bigger business. Visit 360advanced.com.