CLIENT CASE STUDY

BLACK TALON SECURITY

From Vulnerability to Resilience:
The Technical Mechanics of Odyssey's Security Transformation.

Odyssey™
BEHAVIORAL HEALTHCARE

Executive Summary

Odyssey Behavioral Healthcare reduced security operations overhead by 87.5%, enhanced vulnerability detection by 400%, and transformed security from a manual administrative burden to an automated, strategic asset through Black Talon Security's EAGLEi platform. This case study examines the infrastructure challenges, solution architecture, and measurable operational improvements achieved by this rapidly-growing healthcare organization.

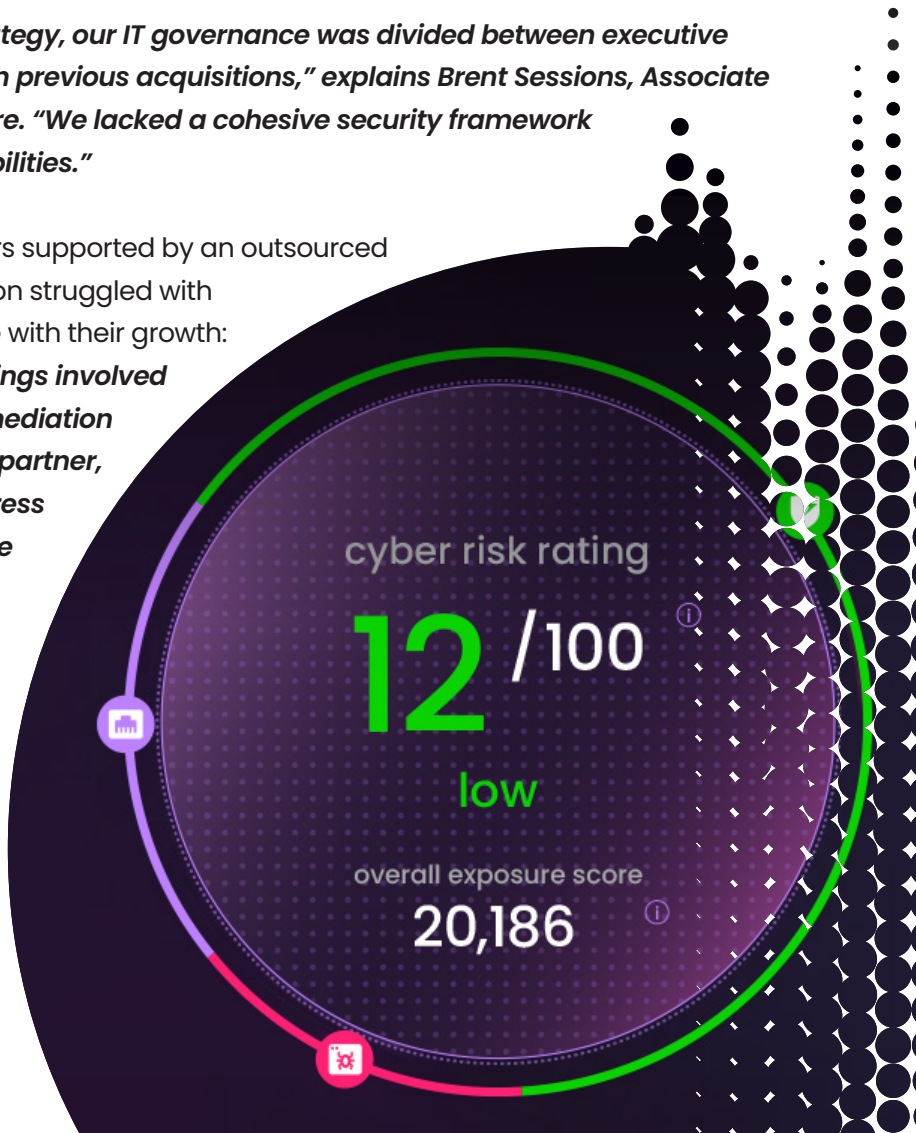
Background: Infrastructure Challenges in a High-Growth Healthcare Environment

Odyssey Behavioral Healthcare specializes in mental health, behavioral health, and eating disorders treatment across approximately 45 outpatient facilities and 15 residential treatment centers nationwide. With an aggressive growth trajectory of 11-12 new facilities annually through acquisitions, the organization faced significant challenges in maintaining a scalable security architecture.

"Prior to implementing our current security strategy, our IT governance was divided between executive leadership and technical staff acquired through previous acquisitions," explains Brent Sessions, Associate Vice President at Odyssey Behavioral Healthcare. "We lacked a cohesive security framework beyond basic managed service provider capabilities."

With a lean internal IT team of four staff members supported by an outsourced managed service provider (MSP), the organization struggled with inefficient security operations that couldn't scale with their growth: ***"Our monthly vulnerability management meetings involved reviewing extensive reports and prioritizing remediation efforts. Despite having resources from our MSP partner, we consistently found ourselves unable to address all identified vulnerabilities. We could remediate critical issues, but lower-priority vulnerabilities would accumulate, creating ongoing security debt."***

This approach resulted in an unsustainable cycle where only severity-5 vulnerabilities were addressed while less critical—but still important—issues remained unresolved indefinitely.



Technical Solution Architecture

After evaluating multiple security providers, Odyssey selected Black Talon Security, implementing their EAGLEi platform approximately one year after Sessions joined the organization.

"We sought a comprehensive, integrated security solution rather than managing multiple disparate vendors and internal systems," Sessions explains. "An affordable all-in-one solution was essential for our operational model. Not piecemealing one vendor for this, another vendor for that, while managing internal software for something else."

The solution architecture provided several key technical capabilities:

1. **Automated Vulnerability Remediation Engine:** The EAGLEi platform eliminated manual patching processes that previously required touching each endpoint individually, allowing remediation to happen systematically without IT intervention.

2. **Enhanced Scanning Technology:** Implementation of EAGLEi scanning technology replaced their previous solution, providing more comprehensive vulnerability detection across the enterprise.

3. **Comprehensive Security Stack:** The implementation included 24/7 network monitoring with Managed Threat Detection & Response (MDR), twice per year penetration testing by credentialed ethical hackers, tabletop exercises, and virtual CISO (vCISO) guidance aligned with healthcare compliance requirements.

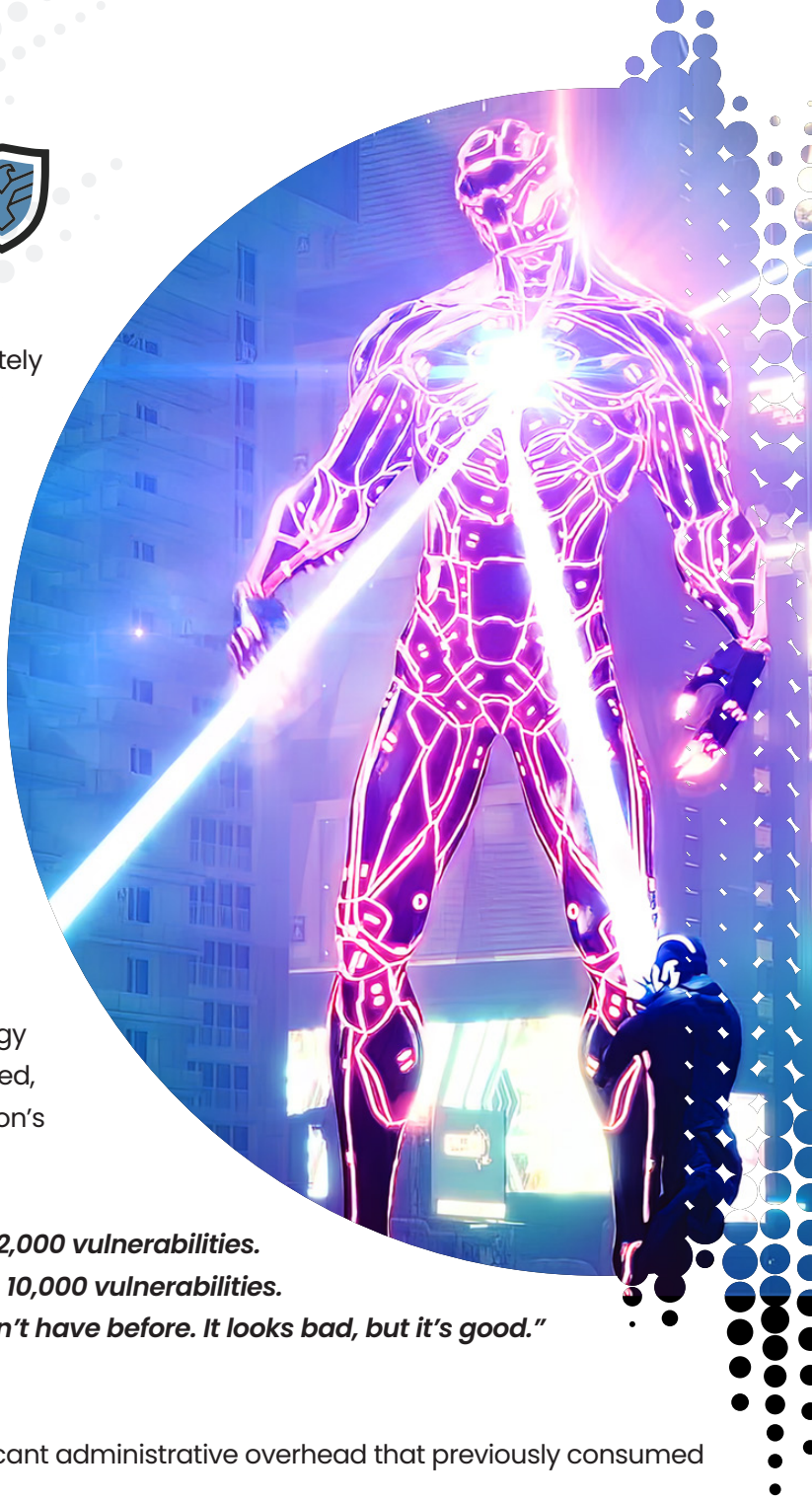
4. **Centralized Metrics Dashboard:** The solution consolidated security data from multiple previously disparate systems including email security, vulnerability management, user awareness training, and Microsoft 365 security tools.

5. **Healthcare-Specific Security Expertise:** Domain knowledge in HIPAA compliance requirements and healthcare-specific threat vectors provided targeted protections for PHI and other sensitive data.

Operational Results

The implementation of Black Talon's EAGLEi platform delivered immediate and quantifiable benefits to Odyssey's security operations:

"We brought in EAGLEi and that immediately jumped to 10,000 vulnerabilities compared to the 1,500-2,000 previously detected with our former solution. It discovered about 500% more than what we were looking at. So that was a big eye opener."



Resource Optimization
Prior to implementation, Odyssey dedicated approximately eight hours monthly to vulnerability management meetings and remediation coordination. Post-implementation, this time commitment decreased to approximately one hour per month, with remediation occurring automatically.

"Our monthly vulnerability review now focuses on trend analysis and strategic planning rather than tactical remediation coordination. As far as resources to remediate—it's zero. You just let it go. So we don't spend that eight hours that our MSP was spending a month trying to remediate vulnerabilities. It's gone."

Enhanced Visibility
The transition to more sophisticated scanning technology uncovered vulnerabilities that were previously undetected, providing a more comprehensive view of the organization's security posture.

"With our previous solution, we identified about 1,500-2,000 vulnerabilities. We brought in EAGLEi and that immediately jumped to 10,000 vulnerabilities. This new technology gives us insights into stuff we didn't have before. It looks bad, but it's good."

Administrative Efficiency
The consolidated security dashboard eliminated significant administrative overhead that previously consumed IT leadership time.

"I used to go into our email security platform and pull reports, and our vulnerability and user awareness training platforms and pull reports, put all that stuff together, then have to put it in a sheet and trend it all. All the way down to looking at Microsoft 365 and the security score to see how well we could improve. Black Talon has taken that off my plate. That was a huge time savings I didn't expect."

Technical Integration and Partnership

The relationship between Odyssey's IT team and Black Talon functions as a true technology partnership rather than a standard vendor-client dynamic:

"The communication with Black Talon is a lot better than what I've dealt with in the past. They're willing to join and coordinate with our MSP and just be a part of the team. They very much give me the sense they are Odyssey team members. They're not here to collect a paycheck—they're here to make sure that we're safe."

This partnership approach extends to executive-level metrics and governance. When Odyssey needed to refine security reporting for board members, Black Talon collaborated directly with the organization's VP of Compliance and CFO to develop more effective metrics frameworks:

"We had to work with them and explain that if we give an average over time, that'll give a better picture of where we're at and won't be so scary. When we have both me and the security vendor saying we need to change this view, that's what got it across the finish line."

Strategic Value Beyond Technical Capabilities

Beyond technical security operations, the partnership provides strategic value through:

1. **Healthcare Domain Expertise:** Black Talon's specialization in healthcare security provides Odyssey with compliance-focused protections.

"Them being a healthcare-related security vendor is kind of right up our alley. I don't want to go to an MSSP that has no experience with HIPAA. They're really good at security but they have no idea of that side of the house and best practices."

2. **Industry Intelligence:** Black Talon provides ongoing security trend analysis and proactive guidance on emerging threats.

3. **Scalable Architecture:** The solution is designed to grow with Odyssey's continued expansion, providing consistent security controls as new facilities are acquired.

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Technical ROI & Resource Allocation Impact

The implementation of Black Talon's solution has delivered quantifiable technical and operational ROI:

Key Performance Indicator	Pre-Implementation	Post-Implementation	Technical Impact
Monthly vulnerability remediation hours	8 hours	1 hour	87.5% reduction in IT resource allocation
Vulnerability detection capability	1,500-2,000 issues	10,000 issues	400%+ increase in security visibility
Documentation systems	Multiple disparate platforms	Single integrated solution	Consolidated security documentation
Executive reporting	Manual compilation	Automated dashboard	Streamlined governance reporting

Conclusion

Odyssey Behavioral Healthcare's experience demonstrates how selecting the right security architecture can transform security operations from a resource-intensive burden to a strategic organizational asset while supporting rapid business growth. By implementing Black Talon Security's EAGLEi platform, Odyssey achieved significant operational efficiencies while enhancing their security posture.

For CIOs and CTOs in healthcare organizations facing similar challenges with manual security processes, limited resources, and aggressive growth targets, this case study illustrates the potential benefits of an integrated security approach that combines automation, healthcare-specific expertise, and strategic partnership.

"I think eventually everybody in the industry is going to start getting up to speed on cybersecurity or they're going to pay the consequences. You know, seeing behavioral health go from 'we don't really care' to 'this is incredibly critical' that we have these protections and solutions in place... I think there's going to be a paradigm shift that you just can't do without robust security anymore. It's just too risky."

For more information please visit
blacktalonsecurity.com