

Medefy protects client data with flexible WAF solutions.

Innovative WAF-as-a-Service model was the right fit for cloud-native provider.



Medefy makes it easy for health insured employees to connect with low cost, high quality healthcare. This Tulsa, Oklahoma based company provides a healthcare app where users can live-text with a health benefits concierge who helps them navigate confusing health insurance, benefits, and options to get quickly connected to the care they need.

The need for flexibility

Medefy started using the cloud about three years ago. They began using an infrastructure-as-a-service (IaaS) model, but this year began a shift toward a Platform-as-a-Service (PaaS) model. As part of that process, they knew that it was important to enhance their application-security posture. They began evaluating web application firewall solutions designed for public-cloud deployment.

“We needed a WAF solution that could easily plug into both models, and Barracuda WAF-as-a-Service fit our requirements and met our cost targets.”

Michael Johnson
Director of IT
Medefy

Profile

- Headquarters in Tulsa, OK, USA
- Founded 2013
- Provides healthcare user-engagement solutions

Challenges

- Support adoption of PaaS with strong application security
- Ensure continued ease of use to maintain high customer approval

Solution

Barracuda WAF-as-a-Service

Security is always important for healthcare solution providers—a highly capable web application firewall is critical to ensure compliance with HIPAA, PHI, and other regulatory regimes. For Medefy, security and ease of use are also critical to maintaining their 96-percent customer approval rating. “It’s no secret that healthcare is inconvenient, complex, and difficult for the average person to understand. What do people want from healthcare? They want a real person, available on demand, to help guide them, via mobile,” says Johnson.

“Medefy’s solution is white-labeled by our providers, which makes it even more important for it to perform flawlessly and never expose those customers to threats.”

Michael Johnson
Director of IT
Medefy

Benefits and next steps

Medefy found that deploying Barracuda WAF-as-a-Service was very simple and straightforward. “We were frankly surprised at how easy it was,” says Johnson. “Using Barracuda’s five-step deployment wizard, we had WAF-as-a-Service up and running and fully configured in less than ten minutes.” They could deploy it easily, it came with a pre-defined control rule set, and could be licensed on a simple, month-to-month basis, solely based on throughput. “Overall, we found the service very easy to use, and it totally met our expectations” said Johnson.

For Medefy, one of the primary benefits of implementing the Barracuda WAF was that it offered them numerous different ways to harden their security and prevent attacks and breaches that could impact their high customer satisfaction. “The unmetered, full-spectrum DDoS protection that’s included is crucial for preventing DDoS attacks and thereby ensuring that our services are always available to our customers,” says Johnson.

After using Barracuda WAF-as-a-Service and taking advantage of its extensive and customizable rule sets, Johnson is considering taking the next step and bringing on their own self-managed WAF as their business expands. “Now that we know the benefits we can gain from a modern WAF solution, we are looking into expanding our deployment, possibly by adding virtual Barracuda WAF instances where appropriate. Barracuda is one of the few vendors who offer both a SaaS and a traditional cloud-hosted solution—not to mention hardware and virtual versions—that operate the same way. This is a level of flexibility that is rare among security vendors. We’ve been very happy with Barracuda’s solutions.”

**Learn more about Barracuda
WAF-as-a-Service**

barracuda.com/waf-as-a-service

