

Abacus Insights Rolls Out Centralized Incident Command Center With BreachRx

Lean healthcare security team improved consistency, defensibility, and team-wide execution.

About Abacus Insights

Abacus Insights helps healthcare organizations unify and use complex data. Its platform turns fragmented data into real-time insights.

Highlights

- Reframed incident response from a static document into a live platform for customers, auditors, and internal teams.
- Expanded incident commander capability across the global security team, reducing reliance on tribal knowledge.
- Contained privileged communications and incident data in one secure platform instead of scattered email and chat.
- Improved playbook completeness, real-time documentation, and audit-ready reporting for PHI-related incidents.

The Challenge

Abacus Insights operates in a healthcare environment where sensitive data, customer trust, and regulatory accountability all converge. Customers regularly want to know that the company will respond quickly, consistently, and thoroughly if something goes wrong, especially when protected health information may be involved.

Since Abacus runs a tightly controlled, mostly non-internet-facing environment, many of its incidents are not classic external attacks. They are more often inadvertent internal exposures of PHI or other sensitive data. In addition, their IR process was well defined in Confluence, ran in JIRA as a dedicated story type, and IR work was done in authorized private Slack channels. However, one of their biggest issues was incident isolation outside their development tooling (JIRA) and SharePoint as an artifact repository. BreachRx streamlined the process, provided an isolated workspace for incidents, and improved their incident notification and reporting.

The Incident Commander Challenge

Incident response depended too heavily on a small set of people who could serve as Incident Commander – each with their own way of handling incidents. That made it harder to involve legal, privacy, compliance, and business stakeholders in a structured way and limited who could confidently take the lead during an active event.

“With BreachRx, we aren’t limited to a single Incident Commander or at risk of having incidents being handled inconsistently. There’s no guesswork about what to do next, and that is huge for us.”



Bill Brown
CISO & CIO, Abacus Insights

What BreachRx Changed

From static plan to Incident Command Center

Abacus replaced static documents with dynamic, adaptive response playbooks and the live Rex Platform that captures decisions, actions, and evidence as incidents unfold.

From ad hoc coordination to structured cross-functional execution

More members of the global security team can now step in as Incident Commander and follow the same process instead of relying on a small subset of people with institutional knowledge.

From manual effort to defensible execution inside the system of record

Privileged communications and incident details stay inside the platform, while post-incident review and reporting are packaged in real time instead of reconstructed later for audit.

The Outcome

Increased customer confidence

Abacus can now show customers, auditors, and internal stakeholders that incident response is not just a document on paper, but a live, managed platform. That strengthens security reviews, reinforces trust, and gives the team a more defensible way to demonstrate response maturity.

Better audit readiness and defensibility

Abacus can now ensure closeout work actually gets done. By audit season, incident reports are already packaged and reviewable in the Rex Platform and aren't dependent on team memory or last-minute cleanup.

Stronger playbooks and exercise readiness

Abacus benefits from BreachRx playbook knowledge, AI-assisted playbook enhancement, and the AI-powered exercise builder built into the Rex Platform, giving the team a practical way to improve completeness and build incident response muscle memory over time.

Why Abacus Chose the Rex Platform

The fit was practical. Abacus wanted a modern incident response operating model that a lean healthcare security team could actually use. BreachRx offered strong out-of-the-box playbooks, a structured workflow for PHI-related incidents, and a way to keep sensitive communications contained inside the system of record.

The platform also lets Abacus benefit from broader customer-informed best practices and the latest AI capabilities. That combination helped the team launch and refine playbooks faster, prepare more realistic exercises, and scale the judgment of experienced leaders across the wider response team.

Adaptive Playbooks

Live playbooks and guided workflows replaced static plans and ad hoc handoffs.

Team-Wide Coordination

More of the global security team can launch and run incidents using the same process.

Defensible Documentation

Communications and review artifacts are preserved in one place for audit and compliance.



BreachRx offers the Rex Platform, an agentic AI-powered CIRM platform that orchestrates cross-functional incident response, guiding execution and ownership to enable faster containment and governance at enterprise scale.

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