



CUSTOMER CASE STUDY

Ascent Business Solutions Boosts Cyber Health with Sophos MDR

Supporting U.S. healthcare providers, Ascent Business Solutions relies on Sophos MDR Complete for 24/7 expert threat detection and response, helping prevent ransomware, reduce alert fatigue, and maintain secure, uninterrupted operations.



Industry

Healthcare Revenue Cycle Management and Operations Solutions (Smart ARMS AI Platform)

Country

Headquartered in India – serving U.S. healthcare clients

Sophos Solutions

Sophos MDR Complete
Sophos XGS Firewall (3 units)
Sophos Managed Risk

Organization size

2,000 staff



Supporting secure U.S. healthcare operations

Ascent Business Solutions delivers advanced revenue-cycle and healthcare operations services to healthcare providers across the United States, helping them enhance financial performance, patient experience, and compliance. Operating from India, Ascent handles sensitive healthcare data for U.S. clients, making strong cybersecurity, HIPAA compliance, and continuous monitoring essential.

With the ransomware threat to healthcare organisations remaining acute – according to Sophos' 2025 study of 292 healthcare providers hit by ransomware in the previous 12 months, 33% of incidents used exploited vulnerabilities as the technical root cause. Simultaneously, organizational factors such as insufficient staffing or cyber capacity were cited as issues by 42% of victims, while 41% pointed to known security gaps.

For Ascent Business Solutions, which delivers mission critical services for U.S. healthcare clients, these trends underscore the importance of a proactive, 24/7 approach to reduce risk exposure and a need to manage the human and operational toll of ransomware and other cybersecurity incidents.

While Ascent's infrastructure was well protected with Sophos Intercept X Advanced with XDR and Sophos Firewall, maintaining round-the-clock monitoring without an in-house security operations center (SOC) was a challenge.

"We didn't have an in-house 24x7 SOC to monitor and respond to detections and alerts," explains Vishal Sulakhe, Associate Director – IT, Ascent Business Solutions.

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Vishal Sulakhe, Associate Director – IT, Ascent Business Solutions.

Selecting Sophos as a trusted partner

Recognizing this need for continuous vigilance, Ascent looked to strengthen its cybersecurity defenses with a partner capable of providing expert, around-the-clock threat monitoring and rapid response capabilities. To leverage its existing investment in Sophos solutions and capitalize on an existing positive relationship, Ascent chose Sophos Managed Detection and Response (MDR) for its unified, end-to-end cybersecurity platform managed through Sophos Central.

“Sophos provides end-to-end cybersecurity protection through a single pane of glass,” says Vishal Sulakhe. “The integration between its solutions and the expertise of the MDR team fulfilled our security and cost objectives perfectly.”

The combination of Sophos MDR Complete, Sophos Managed Risk, and Sophos XGS Firewalls is providing comprehensive protection for Ascent with 24x7 expert monitoring, proactive threat hunting, and vulnerability assessment without the expense of building an internal SOC.

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Vishal Sulakhe, Associate Director – IT, Ascent Business Solutions.

Seamless MDR implementation

Because Ascent already used Sophos XDR, enabling MDR Complete was simple. Within days, Sophos analysts were actively monitoring 1,800 endpoints and 45 servers connected through three Sophos XGS Firewalls.

“The onboarding process was simple and efficient,” recalls Vishal Sulakhe. “With MDR active, we have expert eyes on our systems 24/7.”

The addition of Sophos Managed Risk provides ongoing vulnerability assessments, which is critical for protecting U.S. healthcare data that must remain continuously compliant.

Delivering proven results

Since deploying Sophos MDR, Ascent Business Solutions has realized measurable benefits:

- Zero ransomware incidents since implementation
- 24x7 SOC coverage and faster incident response
- Substantial cost savings versus building an in-house SOC
- Reduced alert fatigue and burnout among IT staff
- Improved overall security posture and productivity

“Having a 24x7 SOC team gives us peace of mind that our infrastructure is secure and in safe hands,” said Vishal Sulakhe. “It allows us to focus on other important business priorities.”

Building a stronger security culture

Sophos MDR has become a strategic extension of Ascent’s team, sharing threat-hunting reports and remediation insights that build internal skills and awareness.

“Each engagement with the MDR team strengthens our internal expertise and helps us to better understand targeted attacks. It’s not just protection; it’s partnership and learning,” said Vishal Sulakhe.

To further enhance Ascent’s security stance, its compliance team provides employees with ongoing security awareness and training programs, reinforcing a culture of vigilance across the whole business.

A partnership built on trust

“The support and service have always been excellent,” says Vishal Sulakhe. “Sophos and our partner ensured that every use case was addressed and provided timely, expert assistance whenever needed.”

Future cybersecurity plans

Ascent plans to continue expanding its cybersecurity program with Sophos, exploring more solutions to ensure it is always up to date with industry leading cybersecurity best practice.

“We see Sophos as our trusted cybersecurity partner for the future. Advanced cybersecurity made simple with AI-powered centralized management and comprehensive protection.”

Vishal Sulakhe, Associate Director – IT, Ascent Business Solutions.

To learn more visit [Sophos.com](https://www.sophos.com)