

VSP Vision

A vision provider sharpens security to protect their more than 85 million members

VSP Vision™

www.vspvision.com

- National not-for-profit vision benefits company
- Serves more than 85 million members
- Supports network of more than 42,000 doctors
- Integrated portfolio includes eye care, insurance, retail, and manufacturing services



Challenges

- Staying ahead of emerging security threats
- Limited capacity for monitoring and responding to security threats
- Lack of a 24/7 support model

Solutions

- Lumen Virtual Security Operations Center (VSOC) for 24/7 monitoring
- Lumen® Professional Security Services to reduce threat management overload
- Lumen® Dedicated Internet Access (DIA)
- RiskSense Vulnerability Management to identify and track known vulnerabilities

Results

- Saved cybersecurity team roughly 80+ hours a week
- Increased SOC effectiveness by an estimated 40-50%
- Prevented potential multimillion-dollar losses from cyber attacks
- Significantly improved response times

vsp
vision care

80+

hours a week saved

40-50%

more effective SOC

LUMEN®

Challenge

Developing a new security model

VSP Vision believes in providing access to high-quality, cost-effective eye care. Along with protecting the eyesight of over 85 million members, protecting their data is another top priority for VSP®. Doing so requires robust security infrastructure.

VSP's prior security operations center (SOC) was primarily compliance-driven and lacked 24/7 threat monitoring. The team wanted to go beyond the standard duty of care, yet they were limited in staffing and budget. They sought a reliable, flexible partner to provide additional support.

VSP had engaged Lumen as their network service provider. They already knew Lumen could adapt to their changing needs and overall business goals, so they were excited to discover Lumen also offered a wide range of security and management capabilities. The team was confident Lumen would contribute to a customized team-based SOC effort rather than a "one size fits none" MSSP approach.

Solution

24/7 security enhances data protection and peace of mind

VSP implemented Lumen® Virtual SOC (Security Operations Center) for 24/7 monitoring and response. Lumen handles Tier 1 monitoring of VSP's SEIM for security event and response operations, along with Tier 2 tasks like reviewing events for swift remediation and closure. The teams collaborated on shared operational runbooks—an upgrade from their previous manual, tedious efforts. Removing these tasks frees VSP for more complex investigations and other initiatives.

VSP also gained an extension of their security team in Lumen® Professional Security Services, who built the organizational structure and program to mature VSP's capabilities and develop a holistic approach to security response. With this, Johnson can take more strategic action, knowing Lumen won't let any threats fall through the cracks.

"Keeping sensitive member data safe is our highest priority. I have peace of mind, and Lumen helps with that," he says.

Lumen Solution Set

- [Lumen® Virtual SOC \(Security Operations Center\)](#)
- [Lumen Professional Security Services](#)
- [Lumen Dedicated Internet Access \(DIA\)](#)
- RiskSense Vulnerability Management

“Lumen’s flexibility and willingness to evolve with us make them an invaluable partner in protecting our organization and our 85 million members.”

— Darrell Johnson

Senior Cybersecurity Manager at VSP
Vision

Results and Future Plans

Enhanced security and greater efficiency

Lumen handles more than 350 potential attacks daily, saving the VSP cybersecurity team at least 80 hours each week and enabling them to be more efficient with their security efforts.

"They're a part of what we do. They allow us to be 40-50% more effective," Johnson said.

The teams continue to tackle expanded opportunities, including the Tier 1 team's focus on phishing email evaluation and response.

"Lumen's VSOC staff has focused on mitigating phishing attacks that could compromise our network security, while allowing our internal SOC team to address more critical exposures. The partnership has improved operational efficiency with full confidence in our security precautions," Johnson said.

By identifying and responding to threats quickly, Lumen and VSP prevent attacks that compromise member security and erode trust.

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