



## ABOUT THE CLIENT

Lumistry (formerly Digital Pharmacist) supports more than 7,000 pharmacies worldwide by enabling patient engagement and digital health services. A two-time Inc. 5000 honoree, Lumistry has experienced rapid growth through both organic expansion and strategic acquisitions, increasing its responsibility to protect sensitive healthcare and pharmacy data across a broad digital ecosystem.

## SYNOPSIS

### Unifying Security Across a Growing Digital Health Network

To support continued growth while maintaining regulatory alignment, Lumistry pursued a HITRUST r2 assessment. RSI Security supported the engagement through:

- Risk scoping and advisory services
- Implementation support across more than 500 security controls
- Documentation and evidence readiness guidance
- Expert coordination throughout the assessment lifecycle

“What stood out to me was the human side of the project. I was always 100% sure of who I was dealing with, their expertise, and their commitment to keeping us protected.”

**Andy Hart**  
VP of Information Security, Lumistry

## THE CHALLENGE

### Securing a Consolidated Digital Healthcare Platform

Following the acquisition of multiple telehealth organizations and rapid expansion across thousands of pharmacies, Lumistry faced the challenge of securing an increasingly complex data environment. Key considerations included:

- Meeting multiple regulatory baselines (HIPAA, PCI DSS, GDPR, and others)
- Navigating the scope and rigor of a HITRUST r2 assessment
- Gaining internal clarity on control requirements and assessment readiness
- Coordinating cross-functional teams across a growing organization

## CASE STUDY

# LUMISTRY

### Securing Pharmacy Technology at Scale with HITRUST Certification

This engagement represented an important milestone in Lumistry's cybersecurity maturity. Following completion of a HITRUST r2 assessment, Lumistry established a comprehensive security framework aligned with applicable regulatory requirements and tailored to its expanding digital health platform.

“Everything about the certification process was *seamless.*”

# THE SOLUTION

## Comprehensive Controls, Clear Communication, Human Touch

RSI Security provided personalized guidance and structured project management throughout the assessment lifecycle, supporting Lumistry across three core phases:

**Risk Scoping & Advisory Support.** Senior Security Consultant Arun Patel worked closely with Lumistry leadership to identify applicable controls, reduce overlap, and align HITRUST requirements with broader compliance objectives.

**Implementation Support.** Lumistry's assessment included approximately 560 controls, exceeding the average HITRUST implementation scope. RSI Security supported coordination across technical and procedural workstreams, with dedicated project management ensuring consistent communication and stakeholder alignment.

**Documentation & Process Clarity.** RSI Security collaborated with Lumistry teams to streamline documentation processes, ensuring control evidence was clearly structured, consistently formatted, and easily retrievable across departments.

# THE OUTCOME

## Validated HITRUST Certification and a Stronger Security Culture

With RSI Security's support, Lumistry completed a HITRUST r2 assessment and achieved certification in accordance with HITRUST CSF requirements. Beyond certification, the engagement helped Lumistry establish a sustainable, repeatable security and compliance foundation that supports continued growth and regulatory alignment.

Full HITRUST r2 certification across Lumistry's platform

Qualification or readiness for other major frameworks (HIPAA, PCI DSS, GDPR)

A formalized internal information security program

Scalable systems for future Interim Assessments and audits

Strengthened trust with pharmacy clients and their patients

This success was more than a certification—it was a milestone in Lumistry's cybersecurity maturity. With HITRUST r2 Certification secured, Lumistry now has a comprehensive security framework aligned with multiple regulatory standards and tailored to its expanding digital health platform. Through RSI Security's hands-on support and human-centered partnership, Lumistry has built lasting confidence across its organization—and assurance for every pharmacy, patient, and partner it serves.



This case study describes an independent PCI DSS assessment engagement performed by RSI Security in accordance with applicable PCI SSC requirements. RSI Security does not guarantee compliance outcomes. Responsibility for control implementation, remediation, and ongoing compliance remains with the assessed organization.

Looking to strengthen your organization's security and compliance posture?

Contact RSI Security today to learn how we can help support your mission with tailored cybersecurity solutions.

# GET IN TOUCH

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“What we achieved with RSI Security goes far beyond compliance—it's about protecting our partners, their patients, and our shared future in healthcare.”

**Andy Hart**  
VP of Information Security, Lumistry