



Managed Support

Full lifecycle management for your hospital infrastructure, from keeping systems secure and current to resolving issues the moment they arise.

CloudWave Managed Support brings together two proven CloudWave services, Managed Patching and Managed Infrastructure Support, under a single agreement.

THE CHALLENGE

Your Infrastructure Has Two Jobs: Stay Secure and Stay Running.

In 2025, there were 445 recorded ransomware attacks on hospitals and direct care providers¹, and for the first time in three years, exploited vulnerabilities overtook stolen credentials as the number one root cause of attack². The average cost of a single healthcare breach now stands at \$7.42 million, the highest of any industry³.

At the same time, when systems go down in a hospital, the impact is immediate and clinical. Most healthcare IT teams know exactly what needs to be done. Finding the time, the bandwidth, and the right partner to do it consistently is another matter entirely.

Teams are stretched thin. Clinical staff resist downtime. Manufacturer support covers individual components, not the full environment. And patching cycles, the single most effective defense against ransomware, keep falling to the bottom of the list.



BY THE NUMBERS

445

ransomware attacks on hospitals & direct care providers in 2025 alone¹

#1

exploited vulnerabilities, now the top root cause of healthcare ransomware attacks, surpassing credential theft for the first time in 3 years²

\$7.42M

average cost of a single healthcare data breach, the highest of any industry³

THE SOLUTION

CloudWave Managed Support: One Partner. Complete Ownership. Zero Gaps.

CloudWave Managed Support is a fully managed service that takes complete ownership of your hospital infrastructure, combining proactive system maintenance with comprehensive support coverage under a single, accountable partner.

We keep your systems patched, current, and protected against the vulnerabilities that cybercriminals exploit. And when issues arise, our U.S.-based engineering team owns the resolution from first call to final fix. Your IT team makes one call. We handle everything.



WHAT YOU GET



Complete Patch Ownership

We take full responsibility for your entire patching process, from scheduling and pre-patching through execution and reporting. Your environment stays current and protected against vulnerabilities, on a cadence your organization controls.



24x7x365 U.S.-Based Support

CloudWave's engineering team is staffed entirely in the U.S., available around the clock, every day of the year. Whether it is a patching question or a critical system incident, the right people are always available.



Single Point of Contact

One dedicated support line connects you to our U.S.-based engineering team. No chasing vendors. No multi-party finger-pointing. One call, one team, one accountable partner for your entire infrastructure.



Senior Engineer Escalation

Complex issues are immediately escalated to a senior engineer who can remotely access your network, analyze the incident, and resolve it. If remote resolution is not possible, onsite engineers are available.



Comprehensive Coverage

We patch and maintain critical operating systems and hundreds of third-party applications, while also providing holistic infrastructure support across your full technology stack, including interoperability, compatibility, and connectivity issues.



Full Visibility and Reporting

Your team receives scheduled reminders, patching success and failure reports, and real-time incident tracking through CloudWave's secure web-based support portal, so you always know exactly where things stand.

WHY CLOUDWAVE

Built at Hospital Scale

CloudWave patches over 1,000 servers per week across 150+ hospitals and protects more than 300 hospitals and health systems with end-to-end managed services. The processes behind CloudWave Managed Support were not designed in a lab; they were refined across hundreds of real hospital environments.

Service-First, Every Time

CloudWave's commitment to service is reflected in every aspect of our relationship with your organization. From our responsive support desk to our knowledgeable sales team, expert field engineers, and professional project managers, you will consistently see that dedication in action.

Built for Healthcare Complexity

The infrastructure you are maintaining is running software that helps clinicians treat patients. You need a team that understands that responsibility, not a generalist MSP applying a generic playbook. CloudWave Managed Support is built specifically for the demands of hospital IT.

A Complete Healthcare Cloud Partner

CloudWave Managed Support is part of a full suite of healthcare cloud services, including EMR/EHR hosting, disaster recovery, backup, security, and archiving, all architected for operational sustainability in hospital environments.

Ready to hand off your infrastructure to a team that owns the outcome?

Contact your [CloudWave representative](#) or visit gocloudwave.com to learn how CloudWave Managed Support can protect and support your hospital infrastructure.

CONTACT US →

ABOUT CLOUDWAVE

CloudWave is a full-service cybersecurity and cloud services provider exclusively for healthcare. Protecting over 300 healthcare organizations and health systems, CloudWave delivers end-to-end solutions combining secure hosting, IT operations, and 24/7 threat detection. Services include managed security, risk and compliance, disaster recovery, and cloud optimization — all with a healthcare-first approach. Powered by AI-driven security operations and supported by U.S.-based Network and Cybersecurity Tactical Operations Center, CloudWave provides healthcare organizations with a cyber-ready foundation for safe, uninterrupted patient and resident care.

SOURCES

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2. [sophos.com/en-us/blog/the-state-of-ransomware-in-healthcare-2025](https://www.sophos.com/en-us/blog/the-state-of-ransomware-in-healthcare-2025)
3. [hipaajournal.com/average-cost-of-a-healthcare-data-breach-2025](https://www.hipaajournal.com/average-cost-of-a-healthcare-data-breach-2025)