

Combining Tech and Cyber Insurance to Keep Healthcare Accessible

With Eye Security, Goed has found the complete package—technical strength, expert guidance, and the added safety of cyber insurance.

The status quo

As a growing healthcare provider, Goed faced the challenge of managing cybersecurity risks without a full-time specialist, a dedicated CISO, or an IT Director. At the same time, the company recognised the importance of their services to patients and vulnerable groups, making cyber resilience a critical priority. "The trust our customers place in us is everything, and if we lose that trust, it would be incredibly difficult to regain," said Maarten De Raedt, ICT Manager.

Aware of the limitations of antivirus packages, Goed opted for a proactive strategy. To ensure that critical systems stay protected, the company started looking for an advanced 24/7 SOC service provider.



"Cybersecurity is not a one-time investment for us—it is a continuous process of improving our protection and awareness."

— Maarten De Raedt
ICT Manager

The challenge

When evaluating potential cybersecurity providers, Goed looked for **mature, proven solutions** with a strong track record. "We avoid experimental or untested technology; reliability is essential," said De Raedt. Eye Security met these criteria, combining a robust cybersecurity product with cyber insurance through Eye Underwriting.

Another factor was **expertise and reliability**: "From the beginning, we felt a strong connection with Eye's team. Their technical experts give us the guidance we need to prioritise and continually build new defences," explained De Raedt. This partnership was not only about one-time implementation but about ongoing co-creation whereby Goed could lean on Eye's expertise to further strengthen their defences over time:

"The cyber security roadmap is not a choice; it's an ongoing project."

Compliance with regulations like GDPR and the NIS2 directive was also a factor as Goed needed to adopt a proactive approach to protecting both customer data and business continuity.

The solution

Goed's comprehensive 24/7 monitoring and incident response solution is not just about immediate protection. Over and above this, it is about ongoing improvement and future-readiness:

"Eye Security is more than just a 24/7 SOC. They are a true ally in helping us continuously improve our security posture."

Thanks to this collaboration, Goed has accelerated its security roadmap. "The implementation of EDR was a very important step. With Eye's help, we managed to deploy it within two weeks," De Raedt said.

With the solution in place, Goed has seen numerous events flagged as potential threats: "There have been a lot of events already, but thankfully, no incidents—just false positives," noted De Raedt. This monitoring capability has increased Goed's confidence in tackling cybersecurity risks, ensuring that essential healthcare services remain available to those who depend on them. The experience has been, in one word, "Seamless."



“Eye Security’s expertise is something we rely on heavily—they not only protect us but also help us prioritise the most critical improvements.”

With Eye’s guidance, Goed is also preparing for NIS2 compliance, a regulatory standard they must meet by 2026 and 2027.

About the company

Goed provides healthcare products and pharmacy services at over 800 locations across Belgium. Specialising in home care and pharmacy solutions, the company helps vulnerable individuals to live independently and comfortably at home. With an expanding focus on Goed Hulpmiddelen, their medical solutions brand, the company offers accessible customised care services to vulnerable communities.

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