

Press release

As of Tuesday, 19 November 2024: New Update on the Cyberattack Targeting a Client Establishment of the Softway Medical Group

Our investigations are ongoing in close collaboration with our client. We can therefore confirm that our software is not responsible, but rather, a privileged account within the client's infrastructure was compromised by an individual who exploited the standard functions of the solution.

This hypothesis has been substantiated.

It is therefore neither due to improper implementation of the software nor human error.

To recap:

The Softway Medical Group would like to clarify details regarding the recent cyberattack mentioned in certain press articles. This attack targeted a healthcare facility that is a client of the group. However, the compromised data was not hosted by the Softway Medical Group, and the Mediboard software is not implicated.

On 19 November 2024, a cyberattack was detected within a healthcare facility using our Mediboard software. **We would like to emphasise that the health data in question was not hosted by the Softway Medical Group.**

As soon as the attack was authenticated and confirmed in the morning, our teams immediately informed the affected client. We mobilised our operational and technical teams as well as the IT services management to assist the client in securing their solution.

At this time, our in-depth investigations, which are still ongoing, confirm that our Mediboard software is not implicated in this cyberattack.

The Softway Medical Group reaffirms its commitment to the security and integrity of the solutions it provides. We remain available to address any further questions and to provide additional information as needed.

About Softway Medical Group

Illuminating and enabling the evolution of practices for healthcare professionals and patients.

Within Softway Medical Group, we are guided by our sharp vision of the healthcare market and its transformations. We don't merely follow trends; we anticipate them and, at times, even provoke them.

Thanks to the strengths of the Group, we ensure that the practices and uses of tomorrow become a reality today. In doing so, we illuminate and enable the evolution of practices, allowing healthcare professionals to be increasingly effective and patients to take an active role in their health.

At Softway Medical Group, we are pragmatic visionaries.

Press contacts:

Déborah Draï - Communications Manager, +33 (0)6 30 91 24 69 - ddrai@softwaymedical.com
Victoria Kaiser - Press Project Manager, +33 (0)7 62 59 23 03 - vkaiser@softwaymedical.com

29 Allée de Saint-Jean
ARTEPARC - Bâtiment D
13710 FUVEAU - France

+33 (0)4 88 71 13 00
contact@softwaymedical.com
www.groupesoftwaymedical.com

