

# Borderless CS

CYBER SAFE TOGETHER



**24/7 AI**  
**Healthcare**  
**Receptionist**  
Healthcare that never sleeps

## Penetration Testing for BP Software Partner approval + Cybercert Gold SMB1001 Level 3 Certification

### Customer success story

**CLIENT** : 24/7 AI Healthcare Receptionist  
**INDUSTRY** : HEALTHCARE  
**Website** : [www.247aihealthcarereceptionist.com.au](http://www.247aihealthcarereceptionist.com.au)

1 | Page

*Penetration Testing + Cybercert Gold SMB1001 Level 3 Certification - a success story*



## Customer Success Story

### ***24/7 AI Healthcare Receptionist Secures BP Software Partner Approval Through Borderless CS Penetration Testing & Cybercert Gold SMB1001 Level 3 Certification***

#### Overview

24/7 AI Healthcare Receptionist is Australia's first **AI-powered, natural-voice receptionist platform** designed exclusively for healthcare clinics, providing seamless 24/7 call handling, appointment scheduling, patient communication, and practice integration.

Built by healthcare professionals, the platform solves critical staffing shortages, improves accessibility, and reduces operational costs—ensuring no patient call goes unanswered.

To meet partner requirements for **BP Software** and to strengthen its security and compliance posture, **Borderless CS** was engaged to deliver:

- **Web Application Penetration Testing** (BP Software partner security requirement)
- **Cybercert Gold SMB1001 Level 3 Certification** (SUCCESSFULLY OBTAINED)

This engagement enabled a 24/7 AI Healthcare Receptionist to meet rigorous healthcare technology security expectations and achieve national recognition through Cybercert accreditation.

Client Website: [www.247aihealthcarereceptionist.com.au](http://www.247aihealthcarereceptionist.com.au)



**Engagement Objectives:**

Borderless CS was commissioned to:

1. **Perform CREST-aligned Penetration Testing** (Grey Box) on the core web application.
2. **Validate security controls** required for BP Software Partner Approval.
3. **Obtain the Cybercert Gold SMB1001 Level 3 Certification** for the organisation.
4. **Enhance security maturity** and strengthen trust for healthcare partners and clinics.

**Scope of Work****Web Application Penetration Testing (BP Software Partner Requirement – Grey Box)**

Borderless CS conducted an in-depth, CREST-aligned penetration test to assess vulnerabilities across:

- Authentication & session controls
- API interactions
- Cloud-integrated components
- Access control logic
- Application configuration & data flows

Testing followed **CREST Standard, OWASP ASVS, OWASP Top 10**, and healthcare security guidelines. The results and remediation actions enabled the client to meet **BP Software's security criteria** for partner integration.

**Cybercert Gold SMB1001 Level 3 Certification**

Borderless CS led the full end-to-end certification process—completing:

- Evidence preparation
- Policy and governance alignment
- Security control validation
- Incident response and continuity uplift
- Technical assessments
- Certification submission and audit support



**The outcome:**

**Cybercert Gold SMB1001 Level 3 Certification officially awarded to 24/7 AI Healthcare Receptionist.**

This certification recognises excellence in security governance, security engineering, and operational maturity for SMBs delivering healthcare-related digital services.

**Key Outcomes:****1. BP Software Partner Security Approval Achieved**

- CREST Aligned Penetration testing and remediation activities enabled the platform to meet all security requirements for partner approval with BP Software.

**2. Cybercert Gold SMB1001 Level 3 Certification Obtained**

- Borderless CS successfully guided and secured full certification— positioning the company as a trusted, compliant healthcare technology provider.

**3. Stronger Web Application & Cloud Security**

- Testing uncovered and validated vulnerabilities, significantly improving the security of the AI platform.

**4. Increased Trust with Healthcare Clinics**

- Certification and testing outcomes enhanced confidence for medical practices evaluating the AI receptionist solution.

**5. Future-Ready Governance & Compliance Framework**

- The organisation now operates with a recognised, structured, and scalable security governance model.



## Conclusion

By partnering with Borderless CS, the 24/7 AI Healthcare Receptionist has achieved two major security milestones:

- **BP Software Partner Security Approval**
- **Cybercert Gold SMB1001 Level 3 Certification**

These achievements reinforce the platform's credibility, trustworthiness, and security maturity—ensuring healthcare providers can confidently adopt AI-driven reception operations backed by industry-aligned security standards.

Borderless CS remains a long-term strategic partner, supporting ongoing compliance, governance, and cybersecurity excellence as the organisation scales nationally.

