

# CUSTOMER CASE STUDIES: HIPAA COMPLIANT HOSTING

## **At Connectria, integrity is everything.**

From our people to your data, we embrace integrity as our hallmark. That's why healthcare organizations, healthcare software companies and healthcare service providers have turned to Connectria to support HIPAA compliance.

We understand the challenges of securing Protected Health Information (PHI) and the specific requirements related to HIPAA. And we continually strive to improve our services and level of customer satisfaction through direct customer feedback.

Learn more about their challenges, use cases, results and testimonials surrounding Connectria's HIPAA Compliant Hosting Services.



## CONNECTRIA RECEIVES HIGH GRADES FOR ITS HIPAA COMPLIANT HOSTING

HIPAA, the Health Insurance Portability and Accountability Act, introduces regulations and guidelines for protecting patient information used by those involved in the delivery of healthcare services. Many healthcare providers, software and service companies that are bound by these regulations turn to hosting companies like Connectria for HIPAA compliance support.

Connectria is committed to providing the highest levels of HIPAA Compliant Hosting services and has undergone an independent assessment to ensure we are delivering the appropriate safeguards customers need in order to protect and maintain their Protected Health Information (PHI) according to HIPAA and HITECH standards.

Connectria successfully completed its independent HIPAA on-site assessment and can demonstrate its Managed Hosting services to be compliant with all HIPAA standards and specifications, receiving the highest HIPAA Compliance ratings across all areas.

Additionally, an independent survey of Connectria's HIPAA Compliant Hosting customers revealed some interesting trends as well as a high level of satisfaction with Connectria's HIPAA Managed Hosting services.

This brochure summarizes Connectria's independent HIPAA customer survey results into case study overviews. These case studies outline the challenges, use cases and results surrounding HIPAA and Connectria's HIPAA Compliant Hosting Solutions. In addition, the customer case studies offer testimonial statements, demonstrating the level of satisfaction customers have with Connectria.

For more information regarding the survey results, trends and statistics, please reference the Connectria brochure entitled, **"CUSTOMER SURVEY: HIPAA COMPLIANT HOSTING."**

Some of the key findings in the survey revealed:

- 96% of Connectria's HIPAA customers surveyed would recommend Connectria's HIPAA solutions and support.
- Customers cited the top reasons for selecting Connectria's HIPAA solution as its cost-competitiveness and the ability to provide HIPAA support with a cloud and/or SaaS environment.
- The top three challenges which led Connectria customers to search for HIPAA hosting included a lack of in-house IT resources, a desire to focus upon its core healthcare related business and the need to securely backup and recover patient information.
- 62% of the organizations considered Rackspace, 24% considered Amazon and 10% considered IBM before choosing Connectria's HIPAA solution. Customers also chose Connectria's HIPAA hosting over AT&T, Verizon/Terremark, Savvis, SoftLayer and others.
- Among several benefits derived from Connectria's HIPAA hosting solution, the key advantage cited was customers' ability to achieve improved compliance than what they could have done on their own.

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## CUSTOMER CASE STUDY OVERVIEWS (Anonymous)

### Case Study: Telecommunications Services Company

#### Challenges

- Searched for hosting services because they were facing the following challenges:
  - Capital budget freeze (could no longer buy equipment but can “rent” via hosting provider as an operating expense)
  - A major outage event/exposed vulnerabilities
  - Inability of IT to support request from business constituents (e.g. new projects)

#### Use Case

- Hosts the following technologies with Connectria:
  - Windows
  - Citrix
  - Microsoft SQL Server
- Uses Connectria’s hosting in the following ways:
  - Outsourcing a large portion of data center operations
  - Supporting our compliance requirements (e.g. HIPAA, PCI, SOX)

#### Results

- Selected Connectria over the following vendors:
  - Rackspace
  - Datapipe
- Achieved the following with Connectria:
  - Reduced capital expenditures
  - Filled skill and resource gaps within IT department
  - Was able to focus on solving business needs, not running servers
- Feels Connectria’s greatest strengths are:
  - Technical competence
  - Custom solutions
  - Responsiveness
- Would highly recommend Connectria’s hosting solution and support.

#### Testimonial

**“We enjoy and value our relationship with Connectria and it is more than a simple business relationship. We know the folks that are doing the work and they know us and we view them as an extension of our staff - they are our remote eyes, ears and hands. You don’t generally see this with other hosting providers.”**

## Case Study: Healthcare Service Provider (e.g. electronic medical records, billing)

### Challenges

- Faced the following challenges which led them to use Connectria's HIPAA managed hosting services:
  - A desire to focus upon core business (e.g. providing healthcare services, growing software business, etc.)
  - Needed to secure backup and recovery of patient information
  - Not been sure how to address HIPAA compliance

### Use Case

- Evaluated other HIPAA managed hosting providers including:
  - Rackspace
  - FireHost
- Has deployed Connectria's HIPAA hosting solution and related services including the following:
  - Windows OS

### Results

- Reported that the Connectria HIPAA package services that provide them the most benefit are the following:
  - Support for advanced data encryption
  - Detailed audit tracking
  - Encrypted offsite data backups
  - Recording of data movements
- Reported they achieved the following benefits with Connectria HIPAA hosting:
  - Achieved improved compliance than what they could have done on our own
  - Enabled them to have an improved compliance strategy, process and system
  - Greatly reduced risk of non-compliance
- Would highly recommend Connectria's HIPAA hosting solution and support..

### Testimonial

**“I picked Connectria over FireHost because I read lots of good comments about your customer service.”**

## Case Study: Health Care Software & Technology Company

### Challenges

- Faced the following challenge which led them to use Connectria's HIPAA managed hosting services:
  - A desire to focus upon core business (e.g. providing healthcare services, growing software business, etc.)

### Use Case

- Has deployed Connectria's HIPAA hosting solution and related services including the following:
  - Dedicated Servers
  - Windows OS

### Results

- Reported that the Connectria HIPAA package services that provide them the most benefit are the following:
  - Detailed audit tracking
- Reported that Connectria pricing is on par with most other providers
- Reported they achieved the following benefits with Connectria HIPAA hosting:
  - Achieved a measurable ROI versus an in-house alternative
  - Achieved improved compliance than what they could have done on our own
  - Speed of implementation enabled timely compliance
  - Customers prefer third party with focus on hosting and HIPAA
- Would very highly recommend Connectria's HIPAA hosting solution and support

### Testimonial

**“We looked at response time from the sales team. The fact that we didn't have to ask for specifically HIPAA impressed us - we had talked to sales teams that had absolutely no idea what HIPAA was (go figure!). One customer had asked for audit capabilities and very few competitors understood what that entailed.”**

## Case Study: Health Care Software & Technology Company

### Challenges

- Faced the following challenges which led them to use Connectria's HIPAA managed hosting services:
  - Struggled to protect sensitive medical information on their own
  - A lack of in-house IT resources
  - A desire to focus upon core business (e.g. providing healthcare services, growing software business, etc.)
  - Needed to secure backup and recovery of patient information
  - Had not been sure how to address HIPAA compliance

### Use Case

- Evaluated other HIPAA managed hosting providers including:
  - Rackspace
  - Verizon/Terremark
  - Amazon
- Has deployed Connectria's HIPAA hosting solution and related services including the following:
  - Private Cloud
  - Windows OS

### Results

- Reported that the Connectria HIPAA package services that provide them the most benefit are the following:
  - Enhanced access protection
  - Support for advanced data encryption
  - Enhanced password management
  - Detailed audit tracking
  - Facility logs and audits
  - Citrix support
- Reported they achieved the following benefits with Connectria HIPAA hosting:
  - Achieved a measurable ROI versus an in-house alternative
  - Achieved improved compliance than what they could have done on our own
  - Significantly enhanced security surrounding potential breaches/threats
  - Enabled them to have an improved compliance strategy, process and system
  - Greatly reduced risk of non-compliance
  - Speed of implementation enabled timely compliance
- Would very highly recommend Connectria's HIPAA hosting solution and support

### Testimonial

**“Citrix support! Firewall support, VMware support, VPN support with our client hospitals and ability to quickly scale up a server. In two hours we can have more memory available.”**

## Case Study: Health Care Software & Technology Company

### Challenges

- Faced the following challenge which led them to use Connectria's HIPAA managed hosting services:
  - Struggled to protect sensitive medical information on their own
  - A lack of in-house IT resources
  - A desire to focus upon core business (e.g. providing healthcare services, growing software business, etc.)
  - Needed to secure backup and recovery of patient information

### Use Case

- Evaluated other HIPAA managed hosting providers including:
  - Rackspace
  - IBM
- Has deployed Connectria's HIPAA hosting solution and related services including the following:
  - Hybrid Cloud
  - Dedicated Servers
  - Windows OS

### Results

- Reported that the Connectria HIPAA package services that provide them the most benefit are the following:
  - Ability to tap into the experience of knowledgeable engineers
- Reported they achieved the following benefits with Connectria HIPAA hosting:
  - Achieved a measurable ROI versus an in-house alternative
  - Enabled them to have an improved compliance strategy, process and system
- Would highly recommend Connectria's HIPAA hosting solution and support.

### Testimonial

**“Connectria’s attitude is expressed by their team; a willingness to ‘think through solutions’ with us...(vs. a company that is so ‘by-the-book’ that creativity and resourcefulness are words stricken from the lexicon).”**

## Case Study: Health Care Software & Technology Company

### Challenges

- Faced the following challenge which led them to use Connectria's HIPAA managed hosting services:
  - A lack of in-house IT resources
  - Needed to secure backup and recovery of patient information

### Use Case

- Has deployed Connectria's HIPAA hosting solution and related services including the following:
  - Public Cloud

### Results

- Reported that the Connectria HIPAA package services that provide them the most benefit are the following:
  - Enhanced access protection
  - Enhanced firewall support
  - Support for advanced data encryption
  - Enhanced password management
  - Detailed audit tracking
  - Encrypted offsite data backups
  - Data destruction
  - Recording of data movements
  - Facility logs and audits
- Reported they achieved the following benefits with Connectria HIPAA hosting:
  - Achieved a measurable ROI versus an in-house alternative
  - Achieved improved compliance that they couldn't have done on their own
  - Enabled them to have an improved compliance strategy, process and system
  - Greatly reduced risk of non-compliance
- Would recommend Connectria's HIPAA hosting solution and support.

### Testimonial

**“We chose Connectria for its cost effective HIPAA compliant hosting.”**

## Case Study: Health Care Software & Technology Company

### Challenges

- Faced the following challenges which led them to use Connectria's HIPAA managed hosting services:
  - A lack of in-house IT resources
  - A desire to focus upon core business (e.g. providing healthcare services, growing software business, etc.)
  - Needed to secure backup and recovery of patient information

### Use Case

- Evaluated other HIPAA managed hosting providers including:
  - Rackspace
  - AT&T
- Has deployed Connectria's HIPAA hosting solution and related services including the following:
  - Hybrid Cloud

### Results

- Reported that the Connectria HIPAA package services that provide them the most benefit are the following:
  - Enhanced access protection
  - Enhanced firewall support
  - Support for advanced data encryption
  - Encrypted offsite data backups
- Reported they achieved the following benefits with Connectria HIPAA hosting:
  - Achieved improved compliance that they couldn't have done on their own
  - Significantly enhanced security surrounding potential breaches/threats
  - Enabled them to have an improved compliance strategy, process and system
  - Greatly reduced risk of non-compliance
  - Speed of implementation enabled timely compliance
- Would very highly recommend Connectria's HIPAA hosting solution and support.

## Case Study: Health Care Provider (e.g. Pharmacy, Hospital, Clinic)

### Challenges

- Faced the following challenge which led them to use Connectria's HIPAA managed hosting services:
  - A lack of in-house IT resources
  - A desire to focus upon core business (e.g. providing healthcare services, growing software business, etc.)

### Use Case

- Evaluated other HIPAA managed hosting providers including:
  - Rackspace
  - Servepath
- Has deployed Connectria's HIPAA hosting solution and related services including the following:
  - Windows OS

### Results

- Reported that Connectria's pricing is on par with most other providers
- Reported that the Connectria HIPAA package services that provide them the most benefit are the following:
  - Enhanced firewall support
  - Support for advanced data encryption
- Reported they achieved the following benefits with Connectria HIPAA hosting:
  - Achieved a measurable ROI versus an in-house alternative
  - Achieved improved compliance that they couldn't have done on their own
  - Speed of implementation enabled timely compliance
- Would very highly recommend Connectria's HIPAA hosting solution and support.

### Testimonial

**“Price and reliability were the driving factors in choosing Connectria.”**

## Case Study: Heath Care Marketing Agency

### Challenges

- Faced the following challenge which led them to use Connectria's HIPAA managed hosting services:
  - A lack of in-house IT resources
  - Not been sure how to address HIPAA compliance

### Use Case

- Evaluated other HIPAA managed hosting providers including:
  - Rackspace
- Has deployed Connectria's HIPAA hosting solution and related services including the following:
  - Dedicated Servers

### Results

- Reported that Connectria's pricing is on par with most other providers
- Reported that the Connectria HIPAA package services that provide them the most benefit are the following:
  - Detailed audit tracking
  - Data destruction
- Reported they achieved the following benefits with Connectria HIPAA hosting:
  - Achieved improved compliance that they couldn't have done on their own
  - Have been able to withstand internal and/or external compliance audit/scrutiny
  - Greatly reduced risk of non-compliance
- Would very highly recommend Connectria's HIPAA hosting solution and support.

### Testimonial

**“Dedicated HIPAA service.”**

## Case Study: Health Care Software & Technology Company

### Challenges

- Faced the following challenge which led them to use Connectria's HIPAA managed hosting services:
  - A lack of in-house IT resources
  - A desire to focus upon core business (e.g. providing healthcare services, growing software business, etc.)
  - Needed to secure backup and recovery of patient information

### Use Case

- Evaluated other HIPAA managed hosting providers including:
  - Rackspace
  - Amazon
- Has deployed Connectria's HIPAA hosting solution and related services including the following:
  - Private Cloud
  - Dedicated Servers
  - Windows OS

### Results

- Reported that Connectria's pricing is on par with most other providers
- Reported that the Connectria HIPAA package services that provide them the most benefit are the following:
  - Enhanced access protection
  - Enhanced firewall support
  - Support for advanced data encryption
  - Encrypted offsite data backups
  - Recording of data movements
- Reported they achieved the following benefits with Connectria HIPAA hosting:
  - Achieved a measurable ROI versus an in-house alternative
  - Achieved improved compliance that they couldn't have done on their own
  - Have been able to withstand internal and/or external compliance audit/scrutiny
  - Significantly enhanced security surrounding potential breaches/threats
  - Enabled them to have an improved compliance strategy, process and system
  - Greatly reduced risk of non-compliance
  - Speed of implementation enabled timely compliance
- Would very highly recommend Connectria's HIPAA hosting solution and support.

### Testimonial

**“Connectria was one of the few vendors we reviewed who supports Citrix and HIPAA. Our interventional radiology solution is delivered to our clients via Citrix and stores sensitive patient data, Connectria was the best solution for our business.”**

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## Case Study: Health Care Software & Technology Company

### Challenges

- Faced the following challenge which led them to use Connectria's HIPAA managed hosting services:
  - A lack of in-house IT resources
  - A desire to focus upon core business (e.g. providing healthcare services, growing software business, etc.)
  - Needed to secure backup and recovery of patient information

### Use Case

- Evaluated other HIPAA managed hosting providers including:
  - Rackspace
- Has deployed Connectria's HIPAA hosting solution and related services including the following:
  - Public Cloud
  - Linux OS

### Results

- Reported that Connectria's pricing is on par with most other providers.
- Reported that the Connectria HIPAA package services that provide them the most benefit are the following:
  - Detailed audit tracking
  - Encrypted offsite data backups
- Would recommend Connectria's HIPAA hosting solution and support.

The case studies included in this brochure were anonymous as part of the independent customer survey. More detailed case studies of a few of Connectria's HIPAA Compliant Hosting customers are found below:



**TCS HEALTHCARE TECHNOLOGIES**

[www.connectria.com/case\\_studies/tcs\\_healthcare.php](http://www.connectria.com/case_studies/tcs_healthcare.php)



**QUALITY PHARMACY MANAGEMENT**

[www.connectria.com/case\\_studies/qpm.php](http://www.connectria.com/case_studies/qpm.php)



**HI-IQ® FROM CONEXSYS**

[www.connectria.com/case\\_studies/conexsys.php](http://www.connectria.com/case_studies/conexsys.php)

For more information regarding Connectria's HIPAA Compliant Hosting, please visit: [www.connectria.com/solutions/hipaa.php](http://www.connectria.com/solutions/hipaa.php)

## About Connectria

Connectria provides award-winning cloud computing, managed hosting and custom hosting solutions for more than 1,000 customers in over 30 countries worldwide. We are experts in complex multi-vendor solutions, and we support the broadest range of technologies, managed services and security in the industry.

At the core of Connectria is our No Jerks Allowed® company philosophy. As The Jerk Free Company®, we've established a unique culture where every individual goes "the extra mile" to take care of our customers. Being The Jerk Free Company® extends beyond our people too. We make it easy to do business with us through flexible terms, scalable solutions and straight-forward pricing to serve the hosting needs of large and small organizations alike.



If you would like to talk with one of our Sales Engineers about your custom hosting needs, please call us at:

1-800-781-7820 (toll free) or 1-314-587-7000 (direct worldwide)

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