

# CUSTOMER SURVEY: 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 the results of an independent survey of Connectria's HIPAA customers. Find out their key drivers, usage and level of satisfaction with 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 two distinct areas:

- HIPAA customer trends and statistics
- HIPAA customer testimonial statements

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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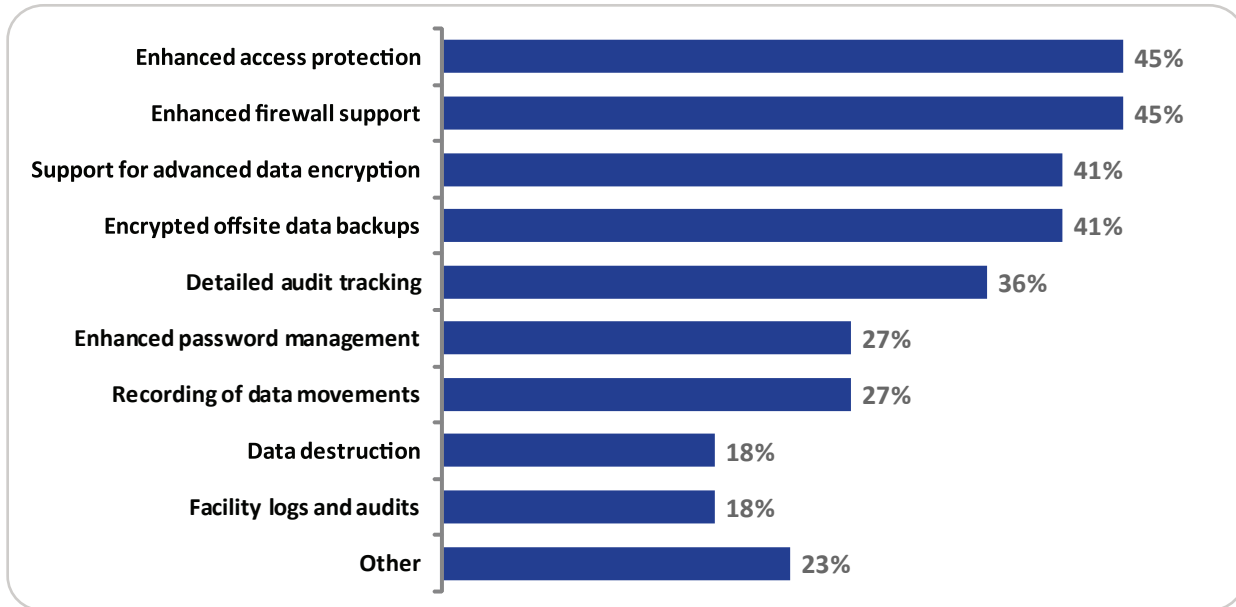
 [info@connectria.com](mailto:info@connectria.com)  [www.connectria.com](http://www.connectria.com)



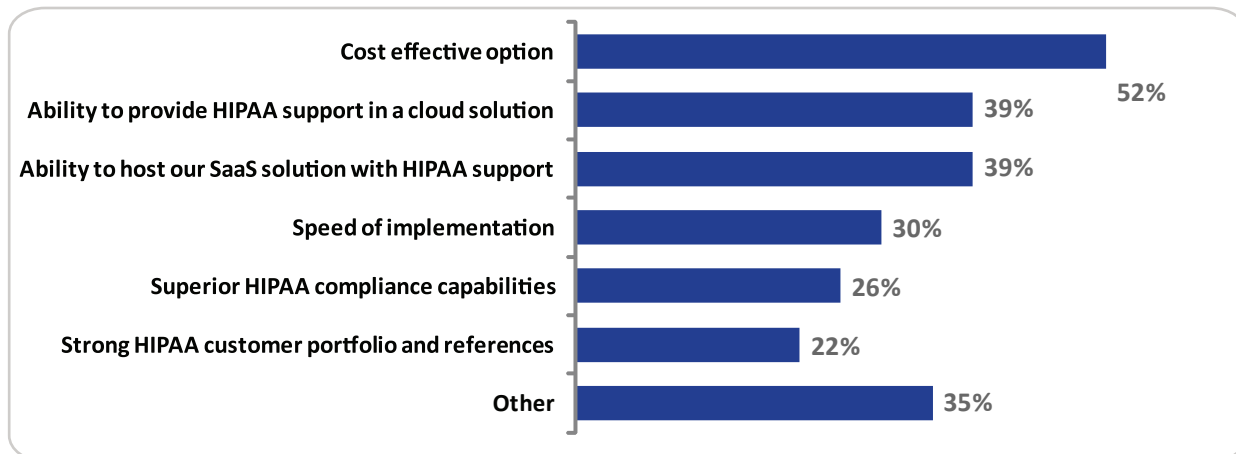
A more detailed review of Connectria's HIPAA Compliant Hosting customer survey is as follows:

## TRENDS AND STATISTICS

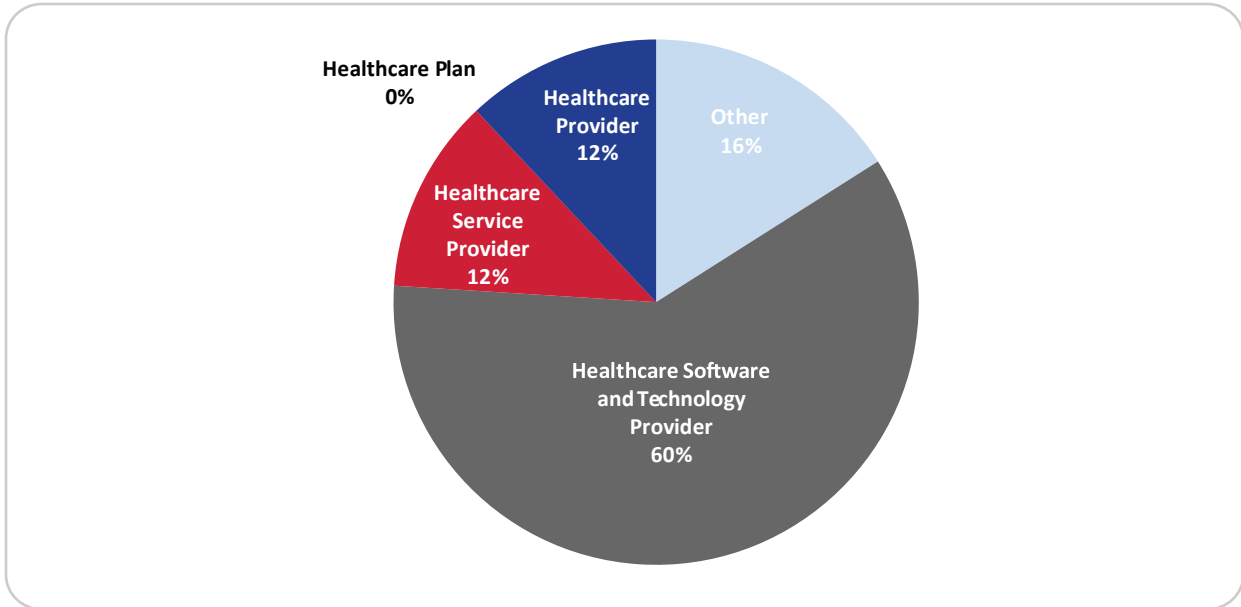
**Which of the following Connectria HIPAA package services provide you the most benefit?**



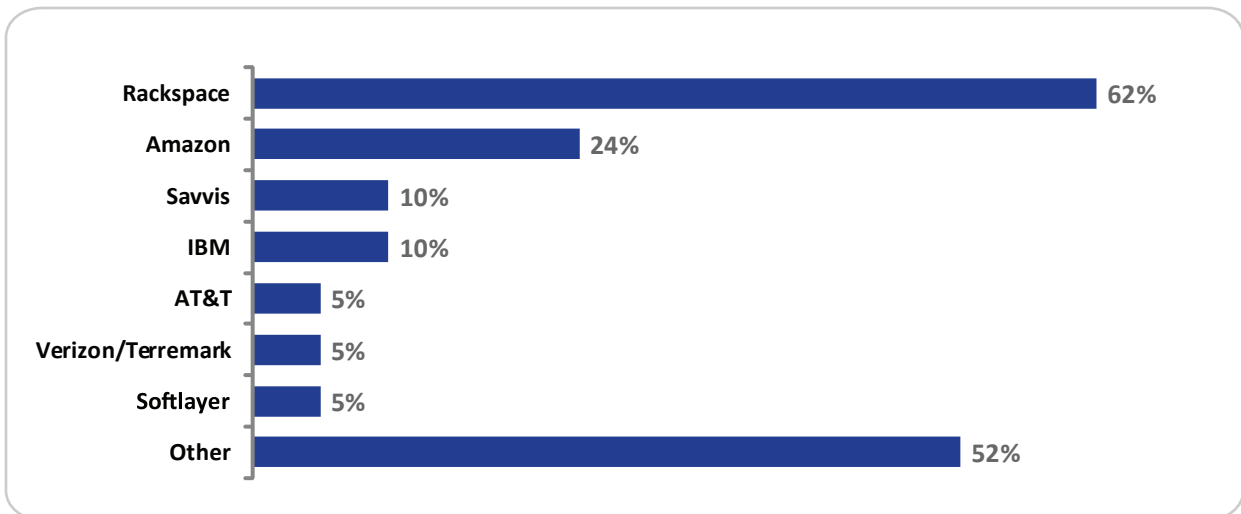
**Why did you choose Connectria for managed hosting in support of HIPAA compliance?**



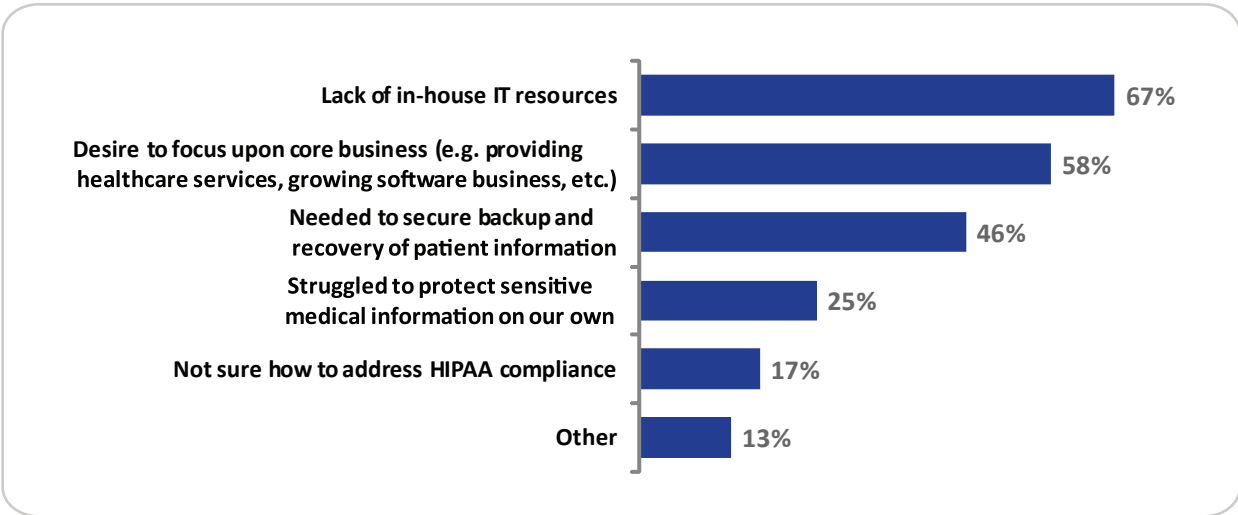
## What is the primary nature of your business?



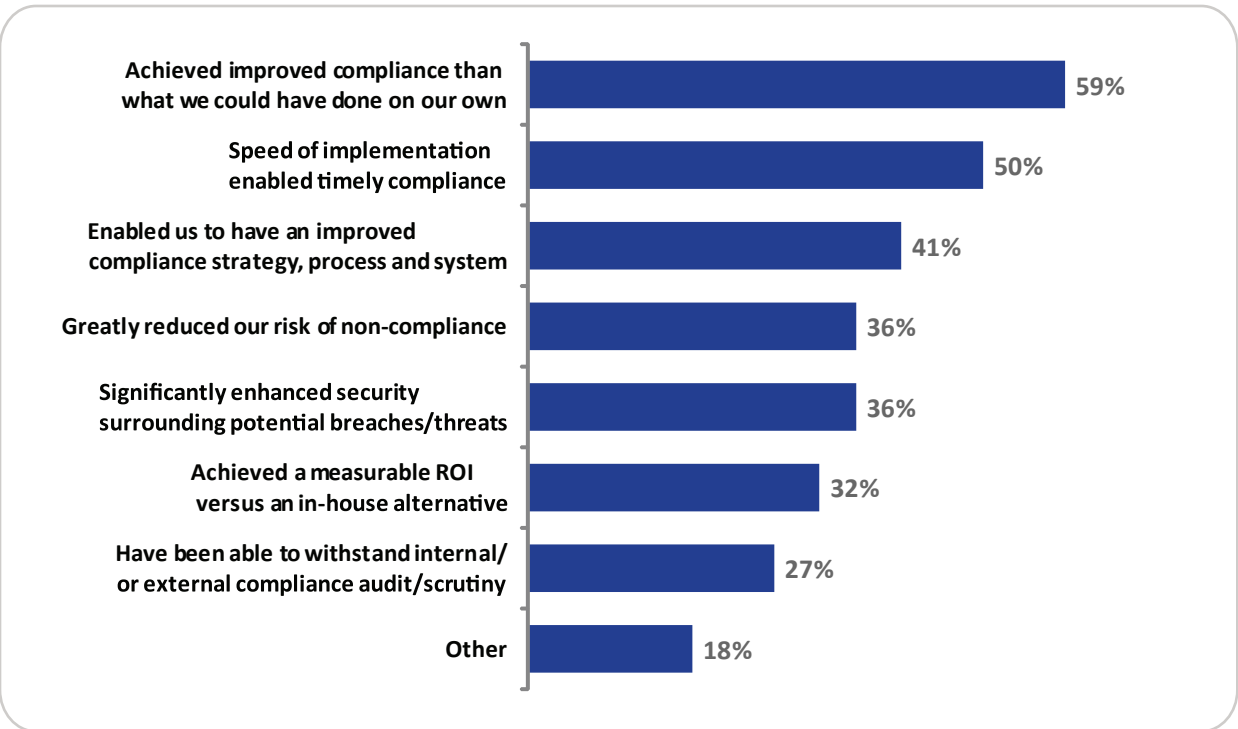
## Which other HIPAA managed hosting providers did you evaluate?



## What were some of the challenges you faced that caused you to search for HIPAA managed hosting services?



## What were the benefits derived from using Connectria HIPAA hosting?



## CUSTOMER TESTIMONIAL STATEMENTS (Anonymous)

### Why a Health Care Software & Technology Company Chose Connectria for its HIPAA Hosting

**“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.”**

Source: CEO, Health Care Company

### Why a Health Care Software as a Service Company Chose Connectria for its HIPAA Hosting

**“Connectria offered us the most cost effective solution for the application being hosted for our clients.”**

Source: IT Professional, Health Care Company

### Connectria’s HIPAA Solution Flexibility - Why Choose Connectria?

**“Attitude of the company as expressed by your team; 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).”**

Source: IT Architect, Health Care Company

### Why a Pharmacy Management Company Chose Connectria HIPAA Hosting

**“Price and reliability were the driving factors.”**

Source: IT Vice President, Health Care Company

## Why a Hospital Chose Connectria for its HIPAA Hosting

**“The security and helpfulness of Connectria staff. Rapid response to problem issues.”**

Source: Line of Business Manager, Health Care Company

## Connectria’s High Reliability & Service

**“We have used Connectria in the past and were pleased with the service and uptime.”**

Source: IT Professional, Health Care Company

## Supporting HIPAA Compliance with Connectria Hosting

**“Having the HIPAA hosting plan gives us an added level of protection in the event that our HIPAA practices were to ever be scrutinized.”**

Source: Operations Manager, Health Care Company

## Why Healthcare Organizations Choose Connectria

**“Cost-effective HIPAA-compliant cloud hosting. Not many providers provide cloud-based HIPAA-compliant hosting.”**

Source: CEO, Computer Software Company

## 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.




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

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

1-800-781-7820 (toll free)

1-314-587-7000 (direct worldwide)

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