HEALTHCARE PROFESSIONAL

CASE STUDY
This business makes HIPAA compliance an ongoing process to ensure a perfect track record.

> "Assured realized that quick, trouble-free growth was directly related to a secure business"

Assured Independence provides affordable, turn-key technologies in three key areas; remote patient monitoring of chronic disease management, medication adherence, and help buttons for stability and wandering. Care organizations partner with Assured Independence to improve health outcomes and reduce care delivery costs.

Assured realized that quick, rapid and sustainable growth was directly related to a secure business, so they engaged Elite Executive Services (EES) to perform an "Efficiency Review" to help self certify and compliance test all systems ensuring their track record of being a secure, private, groundbreaking healthcare provider would remain unblemished.

Needs and Challenges:

Assured Independence takes a new approach to providing telehealth services. EES teamed with them to identify, design, and implement a technology plan that would support their growing business. As a start-up company Assured Independence already had numerous contracts and technologies in place, and an even longer list of services that needed to be deployed. Streamlining all aspects of business was critical: VOIP Phones (Voice Over Internet Protocol); a SaaS (Software as a Service) based medical records and billing application; a secure HIPPA complaint faxing service, Secure Printing within the company, and a Virtual Private Network. These were just a few areas needing attention to ensure secure scalable growth for years to come.

EES identified additional areas to improve security and efficiency including network WIFI properly protected with a robust firewall coupled with an Active Directory structure. EES also recommended a support Helpdesk system for monitoring of network and PC support including antivirus malware, monitoring tools, and internet traffic filtering.

Elite Action Items:

- Migrate all computers to Windows 10 Professional

- Secure HIPPA compliant printing & scanning

- Provide and install Office 365 Backup with Spam Filter

- Implement more robust Email Encryption

- Upgrade network hardware including: Firewall, server, access points

- Provide ongoing Cyber Security Training for employees and management

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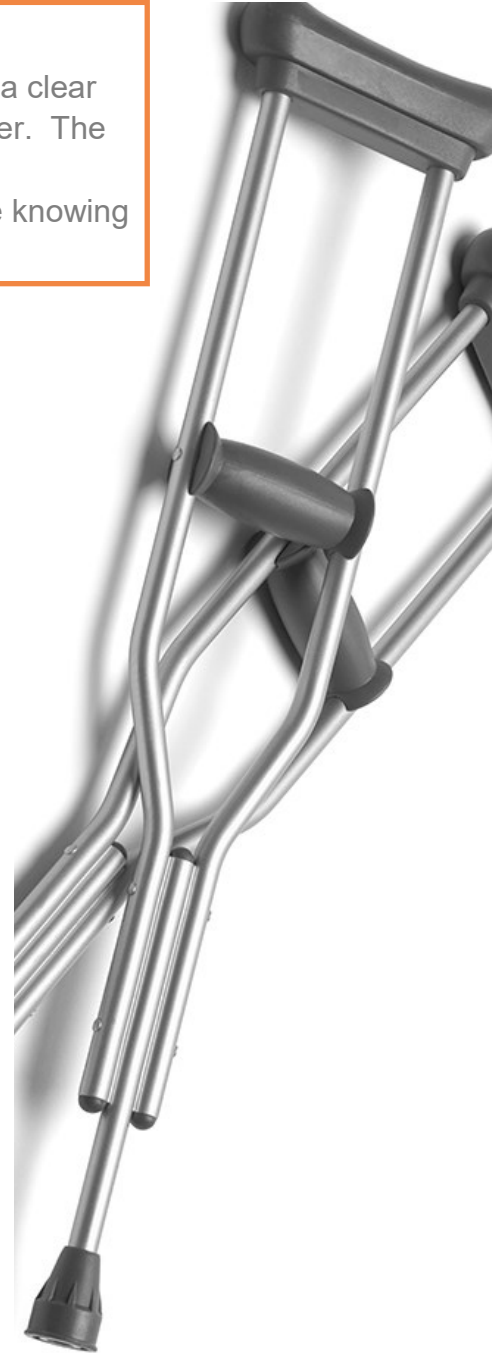**206-415-8750**

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Results that grow

In the end, this Efficiency Review provided Assured Independence with a clear vision of how information & technology can serve their organization better. The working relationship between Elite Executive Services and Assured Independence allows the company to focus on core competencies while knowing that technology and operations are secure and successful.

Results

- Replaced aging workstations that were out of manufacturer warranty to improve employee production.
- Installed new Dell Server with Microsoft server 2019 and Datto data backup.
- Created a full Microsoft Server 2019 Active Directory scheme with integrated security and patching initiatives.
- Cyber Security Insurance Review revealed the current policy did not have proper coverage for the latest cyber security issues. EES identified coverages more relevant to the company. EES insights saved Assured over 20% in premiums and helped double coverage in excess of $1,000,000 in liabilities for all major cyber security breaches.
- Increased network and physical security with password management tools, Office 365 backup, encrypted O365 email services, locked and secured server room, including new Datto wireless access points, Datto switches and SonicWALL firewall.
- Worked with ISP to upgrade internet service plan with lower pricing and increased speeds.
- Implemented Microsoft Planner (native to O365) in lieu of 3rd party software – eliminating redundant annual subscription fees.
- Implemented a 24x7 helpdesk support for weekend staff and after hours staff.
- Implemented HIPPA Compliant Secure Printing and Scanning functions
- Eliminated DarkWeb credential Breach risk potential

Let us help add the "R" & "W" back into your business. (Revenue, Willpower)

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