

SUCCESS STORY

HEALTHCARE INDUSTRY : DAAS, DRAAS AND IAAS



FOCUSED ON INNOVATION AND INVENTION,
THIS COMPANY MADE THE MOVE TO THE
NEXT LEVEL OF BUSINESS GROWTH.

As one of the oldest, largest and most respected organizations of its kind, this medical billing and coding organization has helped home health and hospice agencies solve their core industry challenges through their revenue cycle management services, consulting services, training and national research projects.

Through their best practices and expertise they help agencies excel at providing cost-effective, quality services. The company's mission is to help home and hospice agencies build strength by focusing on 4 areas - profitability, quality, efficiency and growth. They implemented Desktop-as-a-Service (DaaS), Disaster Recovery-as-a-Service (DRaaS) and Infrastructure-as-a-Service (IaaS) to help them make a real difference in healthcare.

THEIR CHALLENGE

As the company expanded into global operations, the need arose to provide services that would align with their US-based headquarters.

The company has an extensive group of professional researchers as well as billing and coding specialists that reside all over the world. The challenge was to find a simple way for contractors to access billing and coding systems while keeping expenses low and maintaining compliance and security.

OVERVIEW

INDUSTRY



Healthcare:
Medical Billing & Coding

LOCATION



San Francisco, CA

CHALLENGES

1. Support global business growth
2. Ensure HIPAA compliance regulations, security and performance requirements are met
3. Reduce expenses related to providing desktops

SOLUTION

Working with the customer's global security team, we proposed a multi-layered solution that resided in our secure cloud.

We responded to their initial task - providing secure desktops to global contractors - through our virtual desktop solution. This allowed the company to provide anytime, anywhere, secure access to client billing and coding systems. By adding anti-virus and content filtering, we were able to heighten security for the organization. Expenses were reduced by providing a desktop environment on contractor-provided equipment, eliminating the need to supply desktops.

As a cloud solution, infrastructure capacity could easily be increased as their business grew without the need to purchase additional hardware. Being in a cloud environment meant disaster recovery requirements were met. Coders would be able to continue to work even if there was an outage at the primary data center location. The infrastructure met all HIPAA compliance requirements, so their auditing requirements were met as well.

THEIR SOLUTION

According to their Global VP of Information Technology, the task was to provide desktops for contractors so they could access client billing and coding systems. Any solution required an extremely high level of security as many contractors were offshore and security could not be ensured. The solution had to perform as well for overseas workers as it did for US-based workers.

As part of the medical community, it was important to meet HIPAA standards and a Business Associate Agreement (BAA). Their global exposure and worldwide network of contractors made this a difficult task.

IMPLEMENTATION

Over a 6 week period, we tested and implemented three secure cloud services:

1. **DaaS** provided virtual desktops. Our solution allowed this company to protect and enable their desktops as well as coding and billing applications in a virtual workspace from a secure cloud environment.
 2. **IaaS** provided infrastructure, allowing this company's data and servers to be secure and compliant. Through this service, the company was able to further reduce costs by avoiding any technology refreshes or maintenance upgrades.
 3. **DRaaS** allowed service to continue if there was an outage or a disaster at the primary data center location.
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THEIR RESULTS

- They saw a reduction in costs associated with supplying hardware to contractors.
- There was an increased capacity to take on new clients enhanced availability due to ability to failover to a DR site for server and desktops.
- Security levels not only matched, but exceeded the company's requirements.
- HIPAA compliance requirements were met.