

CASE STUDY



Enabling a Better Quality of Life
with The Macaluso Group

ORGANIZATION:

The Macaluso Group works with pharmaceutical manufacturers to offer Copay Assistance Programs that make the final out-of-pocket costs for specialized medical products more affordable for the consumer

CHALLENGE:

TMG sought a partner to assist with implementing and transitioning to a cloud environment while maintaining both PCI DSS Level 1 and HIPAA compliance

SOLUTION:

Datapipe Managed Services for AWS
Datapipe Managed Cloud Compliance



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COMPLIANCE IN THE CLOUD

ORGANIZATION

Specialized medical products – such as drugs for cancer and hemophilia – and high-end treatments, like monthly infusions, are expensive. Even with commercial insurance coverage, the required copay amounts may still be more than most patients can afford. The Macaluso Group (TMG) works with pharmaceutical manufacturers to offer Copay Assistance Programs that make the final out-of-pocket costs for specialized medical products more affordable for the consumer. TMG was the first firm to offer patient assistance products and services like these. They continue to be recognized for leading technological innovations in the industry.

Pharmaceutical manufacturers deliver these specialized medical products and treatments through a variety of channels, including physician offices, hospitals, infusion centers, specialty pharmacies, or traditional retail pharmacies. With solutions from TMG, copay assistance payments for these medications can be seamlessly processed as medical insurance claims, pharmacy insurance claims, or through Visa or MasterCard.

As the industry sees the benefit and value TMG provides, the company's transactions and revenue continue to grow rapidly. By offering patients a more affordable solution to access the medications they need, TMG is helping save lives every day.



THE CHALLENGES

From inception, The Macaluso Group had housed its computing facilities in a traditional hosted data center. As the company continued to scale operations rapidly and new products were introduced, TMG recognized it needed a more robust, flexible, and scalable platform to support growth. TMG selected cloud computing services from Amazon Web Services (AWS) as the strategic platform for its future data center needs.

TMG also developed new financial products and capabilities. Despite not touching credit card data, as company transaction volumes continued to grow rapidly, TMG saw tremendous value in being Payment Card Industry Data Security Standards Level 1 (PCI DSS Level 1) compliant. Meeting this standard would demonstrate that TMG operates within the most rigorous set of security, development, and operational best practices, as defined by the Payment Card Industry and as validated by an audit from a PCI-certified Qualified Security Assessor (QSA).

What's more, as a healthcare technology company, TMG had long been self-certified as HIPAA compliant. However, as part of its commitment to meet the highest level of security standards in the industry, TMG decided to engage an external auditor to verify that TMG technology, operations, and security standards are HIPAA compliant.

TMG sought a partner that could assist them with implementing and transitioning the company to cloud computing services while designing, building, and maintaining both a PCI DSS Level 1 and HIPAA compliant environment.

ENTER DATAPIPE

As The Macaluso Group began working with AWS to understand the capabilities and challenges of cloud computing, AWS recommended Datapipe as a trusted partner that could provide TMG with the expertise to build, manage, and optimize a secure and compliant environment in the cloud.

TMG engaged Datapipe to assist in the AWS environment design and build, and to provide ongoing operations and security services for its new AWS production environment. They were also confident in Datapipe's ability to help TMG meet the requirements of both HIPAA and PCI DSS Level 1 compliance audits.



THE SOLUTION

Datapipe played an integral role in the design and implementation of the new AWS environment for The Macaluso Group. Initially, TMG utilized this environment to support a new product offering while continuing to use its legacy hosted environment for other products. TMG then transitioned all computing services to AWS and to the Datapipe-managed environment. Today the vast majority of TMG production operations are hosted on the AWS cloud. Datapipe provides a broad array of operational management and security services that are critical to operations - and to the PCI DSS Level 1 and HIPAA compliance for TMG.

"We have been impressed by how well the Datapipe solutions work with all of the new AWS developments," said Scott P. Jones, Senior Vice President & Chief Information Officer at TMG. "Datapipe provides us with deep subject matter expertise, delivers a wide variety of services that are critical to our operations in the cloud, and plays an important role in helping us meet our compliance standards. Datapipe is a key strategic partner for The Macaluso Group."

OPERATIONAL IMPACT

RESULTS & BENEFITS

- TMG has migrated almost its entire production operations to Datapipe's managed environment
- TMG is now both HIPAA and PCI DSS compliant
- TMG now has a trusted partner for optimizing use of new developments from AWS

What started out as a need for cloud design and implementation and compliance management assistance has led to an ongoing services management partnership. TMG depends on Datapipe's expertise to streamline critical processes.

The Macaluso Group has migrated nearly 100 percent of its production operations over to Datapipe's managed environment. As new developments come from AWS, TMG will continue to utilize Datapipe's security and encryption expertise to optimize its business. Compliance requirements are constantly changing, and TMG will continue to partner with Datapipe to ensure that its operations and security standards evolve accordingly.

DATAPIPE

A next generation MSP, Datapipe is recognized as the pioneer of managed services for public cloud platforms. Datapipe has unique expertise in architecting, migrating, managing and securing public cloud, private cloud, hybrid IT and traditional IT around the globe. The world's most trusted brands partner with Datapipe to optimize mission-critical and day-to-day enterprise IT operations, enabling them to transform, innovate, and scale. Backed by a global team of experienced professionals and world-class interconnected data centers, Datapipe provides comprehensive cloud, compliance, security, governance, automation and DevOps solutions. Gartner named Datapipe a leader in the Magic Quadrant for Cloud-Enabled Managed Hosting.

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