

CASE STUDY



Private cloud for PCI and HIPAA
compliance

ORGANIZATION:

Presidiohealth – providing real-time, web-based performance management and revenue solutions for physicians and their patients.

SOLUTION:

- Private Cloud Services
- PCI Compliance Services

DATAPIPE

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FINDING THE PERFECT PARTNER

SNAPSHOT

Presidiohealth is a software company that delivers cloud-based software to physicians, working initially in the Emergency Department market. The software provides an innovative performance management platform for physicians and hospitals in order to optimize practices for value based payment models starting in 2013. In 2012 Presidio delivered the ability to improve documentation, clinical and coding efficiency to over 15 healthcare organizations. The company's expertise in network, communications, security, virtualization and storage bring the right mix of today's solutions into the unique demands of healthcare today and tomorrow.

THE CHALLENGE

The U.S. Federal Government imposed changes to health care reimbursements, in conjunction with the ever-increasing amount of paperwork physicians need to complete in order to get paid. These new mandates propelled Presidio to transform their business model into a more technology-enabled services company.

In addition, Medicare and Centers for Medicare and Medicaid Services (CMS) are now reimbursing physicians based on performance and effectiveness of their procedures, e.g. readmit rates and repeated

hospital visits will not be reimbursed. The government will give physicians steep incentives to get it right the first time a.k.a. "paid for performance," to drive the cost of healthcare down.

Selling technology to doctors is near impossible, admits Thomas P. Gregory, Chief Technology Officer, Presidio. "Even though we were selling cloud-based technology and transaction-based software - they were just not looking to adopt technology."

However, the company knew that physicians needed to purchase insurance coding services, so Gregory and his team decided to deliver the technology through branded coding services. These new services provide analytics based on financial and actual clinical documentation to make sure physicians are meeting the government's new standards. By making coding services more efficient, Presidio was able to offer a new product at a very competitive price. However, finding the right outsourced IT provider to build its new services upon proved to be challenging.

Presidio originally attempted to host its services, but soon found that an approach including colocation and managed cloud proved to be a better move. Gregory continues, "Our journey began with hosting our own

servers, only to recognize that we need to concentrate on being a services provider, and not having to worry about managing our technical infrastructure.” Additionally, changes in HIPAA and PCI compliance mandated that companies could not put information onto a public cloud.

Initially choosing a low cost cloud provider, Presidio found the company did not deliver on promises for value-added services such as following the government’s new high tech rules for PCI and HIPAA compliance and offering a managed IT environment. “It was not a true managed environment; they managed the infrastructure, we managed everything else. In addition, I would need IT security expertise on my team to harden the operating systems and put the log monitoring in place for us to meet PCI and HIPAA requirements,” Gregory added.

OPERATIONAL IMPACT

RESULTS & BENEFITS

- Ensured healthcare security and privacy laws are followed by maintaining electronic Protected Health Information (ePHI) for Presidio
- Ability to safeguard ePHI, reduce risk of disclosure, and compliance with regulations mandated by the Office for Civil Rights
- Gained a practical strategy for achieving the highest possible Information Assurance (IA) with the least possible sacrifice

Seeking a new managed service provider for both cloud computing and colocation, Presidio focused on locating a company that could offer a complete solution to enable them to “get out of the IT infrastructure management space,” while allowing them to become PCI and HIPAA compliant – without the burden of hiring a new staff.

Presidio contacted Datapipe and presented them with the challenge of migrating all their existing data, managing their Oracle database and also providing backup solutions. “Of great interest to us was Datapipe’s ability to manage the whole solution, while enabling us to become compliant by offering a PCI package that could layer on top of our infrastructure,” Gregory noted.

In addition, Datapipe helped solve Presidio’s dilemma of proving the security of a new cloud environment. To demonstrate the security of the solution, the Datapipe team worked directly with Presidio’s auditors to provide network diagrams, information on the operating environment/data center and rules around data retention. The process gave Gregory a great sense of comfort and trust in Datapipe, “As a software provider using the cloud, we don’t have visibility in these items.

Datapipe provides us with all the information that an auditor needs in order to prove that all the necessary data protection processes are in place – PCI compliance is 20 percent technical and 80 percent process.”

Finally, Gregory cites Datapipe’s technical support as an extremely important element of cloud services, “I have found that Datapipe’s tech support team is exceedingly responsive, knowledgeable and willing to sit down and work through issues.”

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. 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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