

CASE STUDY




# HEALTHCARE INDUSTRY

Healthcare Service Provider Adopts Private  
Cloud Model Thanks To Unitas Global



THE CHALLENGE

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	<p><b>73% OF HEALTHCARE ORGS USE THE CLOUD TO BETTER ENGAGE W/ THEIR PATIENTS</b> – Healthcare Information and Management Systems Society Analytics Cloud Survey 2016</p>
	<p><b>59% OF HEALTHCARE ORGS USE CLOUD COMPUTING FOR BIG DATA ANALYSES</b> – HIMSSACS 2016</p>
	<p><b>75% OF HEALTHCARE ORGS USE THE CLOUD FOR HEALTHCARE INFORMATION EXCHANGE</b> – HIMSSACS 2016</p>

REGULATIONS AND COMPLIANCE LAWS FOR THE HEALTHCARE INDUSTRY ARE IN A NEAR-CONSTANT STATE OF FLUX. KEEPING UP WITH THIS CHANGING REGULATORY LANDSCAPE IS AN ONGOING CHALLENGE. CONSEQUENTLY, UNITAS' CLIENT IN HEALTHCARE FACED THE PROSPECT OF RESTRUCTURING THEIR ELECTRONIC MEDICAL RECORDS (EMR) SYSTEMS AND IT INFRASTRUCTURE FROM THE GROUND UP TO COMPLY WITH NEW REGULATIONS.

#### CHANGES INCLUDED

- Better protection for patient data and immediate notification to patients of any breaches
- All medical and insurance claims records now needed to be kept — and kept confidential — for 6 years
- Other records, including all audit trails and records from online insurance exchange enrollees, now had to be stored and secured electronically for at least 10 years

These new rules applied regardless of a company's role in the healthcare system, including subcontractors, where previously only larger players and medical insurance companies were covered. The regulations also lifted limits on financial penalties for organizations found to have breached patient privacy or data security. This allowed the government to impose fines in the millions for offences which had previously only warranted a slap on the wrist.

The new HIPAA regulations/updates meant major work for Unitas' client. They needed to move their data storage and IT operations to a secure, cloud-based system which met these new, more stringent standards. However, in addition to posing budgetary and logistical challenges, at the time no cloud service provider on the market met the company's requirements or would allow them to comply with the law.

If they did not find a solution before the regulations came into effect, they could have been hit with fines ranging into the millions of dollars.

## THE SOLUTION

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SIMPLIFYING THE PATH TO CLOUD. THROUGH THIS DISCIPLINED METHODOLOGY, UNITAS EVALUATES CLIENT BUSINESS & TECHNOLOGY REQUIREMENTS, DESIGNING AND IMPLEMENTING A PURPOSE-BUILT CLOUD SOLUTION. BY PROVIDING WORLD-CLASS CLIENT ENGAGEMENT WITH A DEDICATED TEAM OF EXPERTS EACH STEP OF THE WAY, UNITAS PARTNERS WITH CLIENTS FOR A LASTING RELATIONSHIP.

Unitas' five-stage methodology ensured a process of both prompt delivery and client satisfaction throughout the project:

### DISCOVER

The client explains their business and IT needs so Unitas can properly assess their current environment and requirements, and establish a roadmap for implementation designed to reach the client's objectives. An account executive works hand-in-hand with the client to serve as their main point of contact during this phase.

### DESIGN

Once the client's technical and business needs have been evaluated, the Unitas Cloud Solution Architects present a cloud solution that is technology-agnostic and purpose-built. The solution is designed with client feedback in mind, ensuring a cohesive environment with the existing IT systems and processes.

### BUILD

A project manager and engineering team build and deploy the optimized solution. The solution

incorporates the Unitas management and monitoring platform, and includes installation, configuration, and integration based on client needs.

### INTEGRATE

The solution is integrated across the client's organization and seamlessly implemented with current systems, processes, and technologies. To ensure the solution addresses the client's business initiatives, Unitas introduces the dedicated Account Manager for knowledge transfer and trainings.

### MANAGE

The new client environment is onboarded by the Unitas Cloud Management Center, and a member of the senior management team at Unitas is appointed to serve as a personal point of contact to ensure the client is satisfied with their overall cloud solution and experience.

## RESULTS

With their new system, the client was able to comply with the new HIPAA/ACA regulations and avoid legal penalties. Additionally, the new system both provided access to federal financial incentives for compliance and placed the client in pole position to apply for more lucrative federal contracts in the future. As a result, the client's private cloud solution started to deliver significant returns on investment almost immediately upon deployment.

With the regulatory and financial concerns behind them, the client was able to offer better services to their customers and medical professionals alike thanks to the greater access to critical information afforded by the cloud and storage systems now in place. Healthcare workers are now able to access patient medical records securely from their phones; IT personnel can monitor and manage the entire cloud infrastructure from a single interface, wherever they are.

Additionally, IT staff are no longer tied up managing storage or data center build-outs and can focus their attention on business-centric initiatives. According to the client's Director of IT, this led directly to a 15% increase in productivity within their department.

## BENEFITS DELIVERED:

- SECURE ACCESS TO MEDICAL AND OTHER RECORDS FROM ANY GEOGRAPHIC LOCATION
- LONG-TERM STORAGE AND REDUNDANCY FOR ALL CLIENT DATA



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Find out what a hybrid cloud solution looks like for you.

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