EVOLVE IP
THE CLOUD STRATEGY COMPANY™

CASE STUDY

Healthcare leader leverages Evolve IP's HIPAA-compliant cloud and Nimble Storage for security and growth

Combination of high-performance infrastructure and managed services offers world-class PHI protection.

HALFPENNY TECHNOLOGIES

Halfpenny Technologies Inc. (HTI), a leading digital health provider, has hosted their private client and patient data securely on Evolve IP's cloud infrastructure for seven years. To meet HIPAA and HITRUST compliance requirements and ever-changing data security demands, HTI is continuously enhancing their business continuity profile and improving system performance and stability. Evolve IP's cloud infrastructure - built on Nimble Storage flash arrays – supports HTI's objectives, offering robust data backup and disaster recovery capabilities and allowing seamless movement of workloads and backups between datacenters. As a result, HTI is able to achieve their long-term objectives for securing protected health information (PHI) while ensuring business continuity.

Overview

As the leading provider of clinical data exchange platforms – with solutions that are secure, scalable, cloud-based, and vendor neutral – Halfpenny Technologies Inc. (HTI) requires a high-performance infrastructure that carefully protects their customers' PHI. A key driver is the Health Insurance Portability and Accountability Act (HIPAA) which has placed stringent requirements around the secure handling of patient data. The result is that all healthcare firms face a complex and ever-changing set of data management and infrastructure quality requirements. These requirements ensure that covered entities and their business associates follow specific protocols surrounding data access, physical data security, and ongoing operational controls. Further, to objectively demonstrate their commitment to data security, HTI is extending their compliance posture to include HITRUST certification. These initiatives are supported and accelerated through their partnership with Evolve IP.

Evolve IP's managed cloud hosting solution for healthcare delivers a powerful HIPAA-compliant, HITRUST-audited environment that provides continuous PHI protection and business continuity assurance. For HTI's business, a critical feature of Evolve IP's cloud infrastructure is that it leverages encrypted Nimble Storage arrays which protect PHI both in transit and at rest. Further, Nimble Storage's replication strengths allow very low recovery point objectives (RPO), to protect HTI against data loss in the event of a local or catastrophic disaster.

Evolve IP combines these features with other leading technologies and best-of-breed managed services to create an unmatched cloud solution for healthcare. Among the specific features of Evolve IP's Compliance Cloud are:

- HIPAA-focused design and engineering standards
- Security validation via regular audits and the HITRUST certification process
- Geographically diverse datacenters
- Integrated disaster recovery protection (DRaaS)
- Guaranteed recovery time SLAs
- Data encryption
- Active management by cloud experts
- End-to-end BAA coverage

The ongoing HIPAA/HITRUST certification process provides customers with the confidence that proper controls and security measures are in place. Evolve IP further

Charles Halfpenny
CTO and Founder - Halfpenny Technologies

"We're very happy with the capabilities that Evolve IP brings, in terms of combining disaster recovery, geographic diversity, along with local redundancy. The combination of Nimble Storage technologies, VMware as well as the monitoring services that Evolve IP provides...it really lets us sleep at night."

ensures that the infrastructure maintains the flexibility, scalability and availability healthcare providers need to react quickly to fluctuating business demands.

Evolve IP: Compliance Meets Performance

While already hosted in Evolve IP's HIPAA-compliant infrastructure, HTI wanted to strengthen the business continuity plan for their Philadelphia-based operations. HTI chose to migrate its production systems to Evolve IP's datacenter in Las Vegas, NV. This datacenter provides increased physical security, as well as unique levels of power & connectivity redundancy. As a Nimble Storage Elite Cloud Service Provider, Evolve IP's experienced cloud engineers leveraged Nimble's advanced replication capabilities to migrate the virtual machines and storage, encrypting the data while in transit. This process allowed seamless movement of HTI's production environment across the country within a matter of hours, and with minimal downtime.

Charles Halfpenny, CTO and founder of HTI, was thrilled with the seamless data mobility into the new datacenter and believes the project further strengthens his business' ability to serve current and future customers. "Hosting our infrastructure with Evolve IP has always provided our business with operational ease and flexibility. However, with the elevated data privacy demands facing healthcare service providers, Evolve IP's commitment to HIPAA/HITRUST compliance and to infrastructure stability and performance are critical aspects of our partnership."

"With Nimble Storage's technology, we are able to provide very tight RPO windows and migrate workloads easily across datacenters without business disruption," said Evolve IP's Healthcare Vertical Program Manager David McCrystal. "This is consistent with our objective to help clients optimize performance and achieve their regulatory compliance goals. Because today's security challenges are so dynamic, we are constantly innovating our hosting infrastructure and service levels to meet the growing concerns of healthcare and other compliance-focused industries."

HIPAA & HITRUST: Taking Care of Healthcare

Evolve IP's infrastructure is uniquely designed to meet the security, certification, and performance requirements of virtually any healthcare organization. Beyond offering a carefully crafted cloud solution that embraces HIPAA standards, providing an even more robust HITRUST-certified environment is a key objective for Evolve IP. "Evolve IP's cloud approach offers many efficiencies in handling the ongoing technical and management challenges of maintaining HITRUST compliance once it's achieved," McCrystal explained. "The purpose is to empower hosting clients to rapidly demonstrate their commitment to PHI security in the short term, to adapt to the changing threat landscape over time, and, in the longer term, help business associates rapidly achieve their own HITRUST certification, if desired."

Evolve IP's Compliance Cloud hosting solution for healthcare is:

- Validated through regular audits and the HITRUST certification process
- Geographically-diverse and achored by a Tier IV Gold data center
- Inclusive of managed disaster recovery protection, with regular incident response testing and guaranteed SLAs
- Built on encrypted Nimble Storage arrays that increase uptime, allow tighter RPO and RTO windows, and maximize storage efficiency

Halfpenny is very satisified with the knowledge and expertise Evolve IP has provided HTI. "Evolve IP has made a commitment to healthcare and they understand what's important to healthcare from security, to redundancy, to scalability. I would highly recommend them."

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EVOLVE IP

HALFPENNY TECHNOLOGIES

LOCATION:
Blue Bell, Pa

INDUSTRY:
Healthcare Interoperability Solutions

CUSTOMER PROFILE:

Founded in 2000, Halfpenny Technologies (HTI) offers cloud-based, fully-managed solutions that provide clinicians, labs, hospitals, pharmacies, accountable care organizations (ACOs) and health plans with a secure, vendor-neutral infrastructure supporting care coordination, care management, regulatory requirements and data analysis within and between healthcare organizations.

PRODUCTS

- HIPAA-Compliant Cloud Hosting
- Geographically-Diverse Backups
- Disaster Recovery as a Service (DRaaS)

BUSINESS SITUATION

HTI requires a high-performance cloud infrastructure that carefully protects their customers' PHI. A key driver is HIPAA, which places stringent requirements around the secure handling of patient data. HTI wanted to strengthen the business continuity plan for their Philadelphia-based operations and to extend their compliance posture to include HITRUST certification.

SOLUTION

Evolve IP's cloud infrastructure, built on encrypted Nimble Storage flash arrays, supports HTI's objectives, offering robust data backup and disaster recovery capabilities and allowing seamless movement of workloads and backups between datacenters. HTI is able to achieve their long-term objectives for securing PHI in a HIPAA-compliant, and HITRUST-audited environment that provides business continuity assurance.

BENEFITS OF EVOLVE IP'S COMPLIANCE CLOUD

- Engineered to HIPAA standards
- Validated through regular audits and the HITRUST certification process
- Geographically-diverse and anchored by a Tier IV Gold datacenter
- Inclusive of managed disaster recovery protection
- Regular incident response testing and guaranteed SLAs
- Built on encrypted Nimble Storage flash arrays that increase uptime and allow tighter RPO and RTO windows

OVERVIEW

Halfpenny Technologies Inc. (HTI), a leading digital health provider, has hosted their private client and patient data securely on Evolve IP's cloud infrastructure for seven years. To meet HIPAA and HITRUST compliance requirements and ever-changing data security demands, HTI is continuously enhancing their business continuity profile and improving system performance and stability.

ABOUT EVOLVE IP

The Cloud is no longer about buying individual services. It's now about building a strategy around multiple cloud services and integrating them together to make IT more efficient. Evolve IP delivers customized strategies and integrated services for both cloud computing and communications; solutions that are designed to work together, with your current infrastructure, and with the applications you already use in your business. Disaster Recovery, Contact Center, Unified Communications, Desktops and Infrastructure … Experience Cloud as a Strategy™