

# mindSHIFT Helps a Health Care Provider Solve Compliance Problems



## *The Situation:*

A healthcare provider with over 30 regional clinics was growing very rapidly, but each clinic had a disparate computer system. Further, the provider was lacking in their internal processes and their corporate datacenter couldn't keep up with the growth. With their current environment, they were destined to fail any compliance audit, resulting in large fines, negative press, and an increased risk of a data breach.

After an internal review of their IT systems' vulnerabilities, the review exposed that the biggest issue was their employees' ability to access confidential information. Too many unauthorized personnel had unlimited access to patient information and other confidential files. They needed a way to "lock down" their data without spending a large sum on third party security tools or expensive professional services firms.



## *mindSHIFT's Approach:*

After analyzing several options, the healthcare provider decided mindSHIFT's extensive experience, expertise, and on-going support was just what they needed to integrate their IT environment, implement systems that could scale with them, and ultimately ensure they were in compliance. First, mindSHIFT consulted with the provider to get a full understanding of the provider's specific business, compliance, and budget requirements and then proposed a solution utilizing mindSHIFT's hosted desktop service.



## *Results:*

Within 75 days, mindSHIFT worked behind the scenes to design and build a custom infrastructure, which included consolidating the healthcare provider's confidential data from several servers to one secure location and implementing a standardized desktop with mindSHIFT's hosted desktop solution. After a weekend migration, the healthcare provider's IT department regained control over the confidential data and employee access rights. Every employee now has a standardized desktop with all of the latest versions of their productivity tools. In addition, mindSHIFT implemented a few additional minor processes and the healthcare provider is now able to pass a self-audit. This gave their executives confidence that they would pass any HIPAA or other compliance audit, and if they ran into issues, they knew mindSHIFT was there for them 24/7/365.