

Healthcare solutions

Healthcare IT teams are expected to match the same benchmarks for speed, quality and innovation as other industries, while also facing higher scrutiny and higher costs for data loss. They must navigate confusing and evolving requirements set forth by standards such as the Health Insurance Portability and Accountability Act and the Health Information Trust Alliance.

It isn't just new regulations and mandates that keep health IT departments up at night. Healthcare records are now some of the most valuable records for hackers to steal. According to IBM's 2017 Cost of Data Breach Study, healthcare data breaches cost organizations \$380 per record – more than 2 1/2 times the average for all industries.

Lack of in-house expertise to keep up with evolving security threats is a universal challenge across all industries, and the healthcare industry is not immune. Each year, 40,000 positions for information security analysts go unfilled in the United States. ISACA predicts that there will be a global shortage of two million cyber security professionals by 2019.

Flexential has an extensive suite of solutions designed for healthcare organizations. As one of 50 HITRUST CSF Assessors in the world, our professional services team can help you reach your maximum security and compliance posture.

“From our first conversation, Flexential's customer service and expertise within the HIPAA realm were unparalleled. The Flexential team's dedication to ensuring every one of our needs was met with meticulous attention to detail is what made them stand out.”

Peter Bechtel
President and CEO
WellTrackONE

To learn more about Flexential services, contact us at 877.448.9378 or sales@flexential.com



Features

- Nearly 20 years of experience supporting healthcare organizations
- One of the only North American providers with HITRUST certification for colocation, cloud and professional services
- Certified environments according to HIPAA, HITRUST, PCI DSS, NIST 800 and FISMA
- Ranking three times on the Gartner “Magic Quadrant for Disaster Recovery as a Service”
- Advanced Tier status in AWS Partner Network
- Clear and well defined business associate agreements
- Full suite of professional services



Compliance assessment, remediation and audit services

Regulatory and industry security standards are wide-ranging and require a dedicated team of experts to make sure an organization reaches and maintains compliance. Flexential can provide comprehensive compliance support spanning assessing your current compliance and guidance with remediating any gaps in compliance processes, procedures and environments. We bring extensive expertise navigating the requirements of standards such as HIPAA, PCI DSS, SOX, NIST and NERC CIP, among others.

HITRUST CSF and PCI DSS evaluation and certification

As a HITRUST CSF Assessor and Qualified Security Assessor for the PCI Standards Council, Flexential Professional Services can evaluate and certify organizations according to the HITRUST CSF, the most widely adopted comprehensive security framework in U.S. healthcare industry, and PCI DSS.

Disaster recovery planning

Flexential provides the disaster recovery expertise and focused resources that healthcare organizations lack in-house. Flexential will partner with you to facilitate the DR strategy, planning, coordination, documentation and testing efforts. With custom-build designs, Flexential ensures your recovery point objections and recovery time objections fit your requirements.

IT governance evaluation and optimization

Regulations and mandates can be overwhelming for organizations to navigate and address. Flexential can partner with organizations to ensure that they not only meet their requirements but do so in a reasonable and effective way. We can provide assessments and strategic planning for organizations that find themselves spinning in circles.

Compliant colocation

Flexential compliance for AWS delivers HIPAA-compliant support for Amazon Web Services environments. We leverage years of experience as a certified partner in design, management and support of compliant AWS. The compliant bundle includes everything from firewall and virus protection to logs and reviews and encrypted backups.

Compliant cloud

Built for the heavily regulated healthcare industry, our HIPAA Compliant Cloud is designed to meet our customers' IT and compliance needs. Backed by an expert team, Flexential ensures healthcare organizations are able to keep their patient data protected, while taking advantage of the benefits of cloud computing. Flexential HIPAA Compliant Cloud includes:

- Redundant firewalls
- Two-factor authentication
- File integrity monitoring
- Patching/updates
- Compliant data center infrastructure
- Attack prevention and network forensics

Compliance-enabled AWS

Flexential AWS delivers HIPAA-compliant support for Amazon Web Services environments. We leverage years of experience as a certified partner in design, management and support of compliant AWS. The compliant bundle includes everything from firewall and virus protection to logs and reviews and encrypted backups.

Penetration and vulnerability assessment

Flexential penetration and vulnerability assessment services include penetration testing by certified security experts. We customize each test based on the functionality and purpose of the application or environment. These are conducted in an open, ethical way so the results can be trusted. Tests are completed in a safe manner to ensure your organization's production environment isn't unexpectedly impacted. Regardless of the type of testing, each engagement combines the use of automated tools with hands-on analysis by qualified engineers to produce a detailed, risk-based report with actionable recommendations for mitigation.

EMR selection and implementation support

Flexential acts as an extension of your organization's IT team. That includes offering expertise and implementation support when it is time to select and implement electronic medical record software. Healthcare organizations are under increased pressure to move toward EMR systems to take advantage of the benefits but need to ensure they remain compliant, secure and under budget. Having a partner like Flexential can be the difference between choosing and implementing the right system or having to deal with the fallout from a failed or ineffective platform.

Health portal and HIE strategy and implementation

Organizations find it difficult to fully utilize patient portals and health information exchange which can be complex, but Flexential can provide the guidance and strategy needed to successfully utilize these great systems. We provide strategy and implementation support on your portal deployment to help eliminate bumps along the way.

Performance and availability assessment and management

IT environments for healthcare organization need to not only be secure and compliant but also perform at a high level at all times. Flexential can provide extensive assessment services to determine how effective your current infrastructure is and where there may be areas for improvement. We will also provide management services to ensure your environment is performing optimally and maintains high availability.

Technology consolidation and virtualization

We can partner with you to consolidate and virtualize your applications and environments. Without specific expertise, it can often be difficult for organizations to fully understand their current infrastructure and how to consolidate it or transform it. Utilizing years of experience in transforming customers' infrastructure, you can rest assured that your applications will run faster and more reliably, resulting in a better end user experience for your patients and employees.

Flexential helps organizations optimize IT transformation while simultaneously balancing cost, scalability, compliance and security. With a focus on building trusted relationships, providing valuable support and delivering tailored solutions and reliable performance, Flexential delivers colocation, connectivity, cloud, managed solutions and professional services to 4,200 customers across the U.S. and Canada.

