



# ClinicalConnect

**PROFESSIONAL SERVICES**

# PROFESSIONAL SERVICES & ASSESSMENTS

VasoTechnology offers a suite of professional services designed to serve the healthcare sector. These services were created with the knowledge that the primary focus of a healthcare organization is the patient. Outsourcing specific IT functions to specialists in this field not only will enhance the IT support of the hospital or healthcare facility, but also allow the healthcare staff to focus on their primary concern, patient care.

## HIPAA COMPLIANCE

HIPAA compliance continues to be a crucial topic among those in the healthcare IT space. HIPAA regulations apply to any organization that handles Protected Health Information (PHI), not just healthcare providers. HIPAA violation fines can be up to \$50,000 PER PATIENT RECORD. Investing in the right solutions on the front end will help protect your organization from extreme fines and a damaged reputation.

### HIPAA COMPLIANCE AUDIT

A HIPAA Compliance Audit will provide the customer with details about compliance gaps in the technology environment. The IT ecosystem is analyzed, and a report of the audit is provided to the customer, listing the areas of concern in the network. This is an evaluation for best practices.

### HIPAA COMPLIANT VOICE & FAX

Voice and fax are required to be HIPAA compliant for any organization that handles PHI. This is a commonly overlooked risk factor for many organizations. With so many UCaaS options in the market today, how do you select the one that meets your organizational needs?

VasoTechnology partners with numerous best-in-class UCaaS providers to offer customers a healthcare communication package that's designed to protect patient medical records and complies with HIPAA's monitoring requirements. A few of our HIPAA compliant providers we support include Evolve IP, RingCentral, 8x8, Nextiva and Mitel.

## 3 REASONS TO CHOOSE VASOTECHNOLOGY FOR HIPAA COMPLIANT UCAAS

**1** Voice calls and call recording would be compliant AND patient medical records would be protected.



**2** The provider takes on the liability of your telephone service by signing a BAA.



**3** As your trusted advisor, we partner with multiple suppliers. The customer receives a recommendation and solution that suits their business practices. This is not a "one size fits all" solution.








# IT HEALTH ASSESSMENTS

Technologies, services, and threats evolve every year, leaving you with an uncertain road map for your IT environment. How frequently do you “look under the hood” of your IT ecosystem? Do you know what you would find? One of the HIPAA requirements is a risk analysis which, effectively, requires covered entities to test their security controls.

Using a method built from over 20 years of industry experience, our Information Technology Assessments range from a quick health check to a deep dive into your IT ecosystem, surveying everything from devices in use to full network utilization.







## INFORMATION TECHNOLOGY REVIEW (ITR) OBJECTIVES

-  Dissect information flow at a “Network Level” to provide a clear understanding of what type of information is flowing today
-  Inventory and documentation of all existing devices
-  Provide recommendations, developing the “Future Design State” from a best practices perspective
-  Review the current policies, procedures and provide recommendations
-  Develop a clear executive summary with high level reporting, targeted to Executive Management.

## SECURITY AUDIT

Is your IT ecosystem secure? You may think your firewall is safe enough, but there are multiple security measures that organizations should have in place that go far beyond a firewall.

Adding a security audit to your ITR will allow us to search for challenges such as:

-  End of Life (Network & Compute)
-  Unpatched Systems
-  Firewall Policy Configuration Issues
-  Weak-password Policies
-  PHI and PII Scans to reveal unencrypted data
-  Internal & External Vulnerabilities

# ITHC VS ITR-LITE VS ITR

ACTIVITIES	ITHC	ITR-LITE	ITR
Engagement Type	Remote Resource Only	On-Site Engineer and Remote Resource	On-Site Engineer and Remote Resource
Final Report Presented By	Analytics Team, Solutions Design Engineer	Analytics Team, Solutions Design Engineer and Subject Matter Experts	Analytics Team, Solutions Design Engineer and Subject Matter Experts
Deliverable Type	Statistics Report, Identify Areas of Concern	Statistics Report, Identify Issues, Provide Remediation Plan, Best Practice Guidelines, Overall Design Recommendations	Statistics Report, Identify Issues, Provide Remediation Plan, Best Practice Guidelines, Overall Design Recommendations
Network Availability Report	✓	✓	✓
Network Utilization Report	✓	✓	✓
Network Response Times Report	✓	✓	✓
Compute Availability Report	✓	✓	✓
Compute CPU and Memory Utilization Report	✓	✓	✓
Compute Disk Usage Report	✓	✓	✓
Compute Disk Performance Report	✓	✓	✓
Compute Interface Utilization Report	✓	✓	✓
Perimeter Vulnerability Scan Report	✓	✓	✓
Network Security Statistics	✓	✓	✓
Top Accessed Website Categories Report	✓	✓	✓
Application Risk Report	✓	✓	✓
Risky Users based on Usage Report	✓	✓	✓
Application Correlation and Health Report	✗	✓	✓
Internal Vulnerability Scan Report	✗	✓	✓
Advanced Security Intelligence Correlation Report (SIEM)	✗	✗	✓
Direct PII and PHI Violations and Identifications Report	✗	✗	✓
Network Topology Mapping Services - Visio Diagrams	✗	✓ (Required)	✓
Network Traffic Flow Topology - Visio Diagrams	✗	✓ (Required)	✓
Infrastructure Design Review for Best Practice Conformance	✗	✓	✓
Configuration Auditing for Best Practice Conformance	✗	✓	✓
Dedicated Subject Matter Expert for Design, Configuration, and Remediation Report (Architect Level)	✗	✓	✓

## PENETRATION TESTING & VULNERABILITY SCANS

VasoTechnology facilitates penetration testing, simulating a cyber attack on your network. This process includes vulnerability scanning to detect weaknesses in the network environment. In addition, we have the ability to execute a PHI/PII scan on workstations and servers to uncover potentially confidential information found on these devices. Both of these processes are invaluable tools to assess the susceptibility of your network and devices to a cyber attack.



## STAGING & CONFIGURATION

The VasoTechnology staging and configuration process is proprietary and comprehensive, customized for each individual customer. Our team will carefully step through a three-step process to ensure the highest level of service and delivery.

### 1 PREPARATION & PLANNING

This involves a detailed planning workshop, including a site survey, defining the Statement of Work, scope, method and timing of deployment, as well as the technology to be deployed.

### 2 EQUIPMENT STAGING & IMPLEMENTATION

During this phase, a variety of activities will be performed, such as functional design, configuration, and equipment deployment.

### 3 PROJECT REVIEW AND DOCUMENTATION

At the completion of the deployment/implementation, VasoTechnology and the customer will finalize the project with detailed documentation and an operational handoff [or VasoTechnology ownership will take place, as necessary].

# STAFF AUGMENTATION

VasoTechnology provides staff augmentation services that allow you to complement your internal technology team with additional support or outsource your IT efforts entirely. Our team will meet with you, assess your needs and develop a plan that provides the ideal level of support for your organization.



## STAFF AUGMENTATION CAN COVER ANY OF THE FOLLOWING:

- Engineering resources for Tier 2 and Tier 3 level technology support to current customers or staff
- Assistance in resolving infrastructure related issues
- Assistance with network, security, and compute infrastructure to include IM [Incident Management], RMAC [Request Move Add Change], and Information Technology projects
- Incident support and resolution with ISPs, providing technical oversight on an as-needed basis
- Support in keeping current environment stable
- Assistance with creation of documentation for technology standards (i.e. configurations, password standardization, backup process and procedures)
- Provide various, tailored reports detailing work performed, upcoming initiatives and issues that need to be addressed
- End to end management of "special projects" such as security migrations, WiFi assessments and annual or quarterly audits

# TEM SERVICES

Most enterprises struggle with the complexity associated with managing their IT and Telecom costs. VasoTechnology's Telecom Expense Management provides businesses with powerful tools and expertise to reduce costs, improve productivity, and get results fast, so you can better understand your environment and operate with greater efficiency.

## SERVICES

- Wireline and Wireless Audit
- Maestro TEM Software Platform
- Strategic Sourcing
- Inventory Management
- Invoice Processing
- Contract Management
- MACD Services
- Bill Pay
- Dispute Management
- Consulting Services



## RESULTS

- Lower Mobility and Wireline Costs
- Better Reporting and Budget
- Simplified Support Model
- Reduced Burden on Internal Staff
- Single Source for all Service Provider Needs
- Complete Visibility & Control

## CONTACT US

[www.VasoTechnology.com](http://www.VasoTechnology.com)

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