

White Cloud Analytics

A Healthcare Services Provider concerned with data security and compliance management

Customer: White Cloud Analytics (WCA)

Size: 51-200 employees

Region: Boise, Idaho

Industry: Government Administration

Profile: A software and services company based in Boise, Idaho providing business intelligence solutions to healthcare provider organizations ranging from community hospitals to integrated delivery networks.

Services: IT Consulting

Business Need

White Cloud Analytics (WCA) is a software and services company based in Boise, Idaho. They provide business intelligence solutions to healthcare provider organizations ranging from community hospitals to integrated delivery networks. WCA offers comprehensive solutions that optimize population health through the reduction of variation across the healthcare delivery spectrum. Used by care providers, their intuitive, web-based applications automate the analysis of role based information to foster collaboration and inspire organic care improvements so that health systems can provide better care, to more people, at lower cost.

The IT infrastructure challenge

WCA needed both a plan outlining a strategy to meet its growing IT infrastructure demands and the rapid deployment of mobile devices while maintaining industry compliance security standards. WCA needed a Managed Service Provider with experience in the healthcare industry to supply IT Infrastructure as a Service (IaaS) capabilities as well as a strategic plan and associated budget.

Solution and Approach

Synoptek started with a security assessment of WCA's hosting environment, network and applications to produce recommendations consistent with HIPAA & HITECH security standards. Synoptek provided industry

compliant managed infrastructure services to complement WCA's own IT capabilities.

The Synoptek team provided overall governance to ensure there were no unanticipated risks and full industry compliance.

Not only do HIPAA and HITECH not prohibit mobile access to Patient Health Information (PHI), they consider it mandatory. How healthcare providers manage the balance between making PHI readily available when and where it's needed, while maintaining complete regulatory compliance and information privacy is becoming more of a challenge.

One solution, is to provide compliance and security management from a Managed Services Provider. As this infographic shows, security is a major concern. WCA recognized this issue and took appropriate action.

Business Results

"Synoptek provided IT Services enabling WCA to grow their business while maintaining all healthcare compliance standards.

The benefits to WCA gained by using Synoptek IT services include:

- Increased productivity; employees are more productive when IT systems are performing at their specified levels

- Improved service levels; an IT infrastructure that is up and running enabling business continuity and uninterrupted service
- Best and most cost effective IT design, requiring minimum service
- Heightened security, meeting all applicable federal healthcare regulations
- Improved scalability
- Increased flexibility

Synoptek will continue to scale the White Cloud Analytics environment, providing new services and

advice as a trusted partner. The Synoptek team listens and works closely with its clients to provide the required resources to support future growth while meeting specified security standards.

“Synoptek has the expertise to make IT simple for you.”

About Synoptek

Synoptek is a Global Systems Integrator and Managed IT Services Provider offering Comprehensive IT Management and Consultancy Services to organizations worldwide. Our focus is to provide maximum “business value” to our clients enabling them to grow their businesses, manage their risk/compliance, and increase their competitive position by delivering improved business results.