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TriageLogic Partners with Hivelocity for Superior Data Center Security Compliance:
HIPPA Certified Data Centers Boost Business for HealthCare Tech Company

About TriageLogic

TriageLogic is a leading provider of quality, affordable triage solutions, including comprehensive after-hours call center services and innovative online systems for use in both institutional and private practice settings. The company creates leading-edge telephone medicine technology based on practical experience and a thorough understanding of the field.

Challenge

TriageLogic sought to enhance its security by partnering with a responsive, HIPAA-compliant data center offering geo-redundancy, fast, reliable throughput, security certifications, and security monitoring services to better secure and serve its clients.

Solution

Hivelocity, a premier provider of dedicated servers, edge-computing, colocation, and cloud hosting services and solutions.

Benefits

Better efficiencies for clients	Superior security for applications, patient data, and communications	Reliable connectivity with zero downtime	Faster, more efficient HIPAA compliance	Driver for new business

Quote

"Hivelocity keeps our systems up to date and at a high level of security minimizing any concerns about security or certifications; plus they're highly reliable. When you put everything they provide together it's impressive, but you still need a really good team of security, software, and server experts – who are also responsive and collaborative – to make it work, and Hivelocity does that very well too."

– Ravi K. Raheja, MD
Medical Director, COO and Cofounder of TriageLogic

TriageLogic's Journey to Hivelocity

The Doctor Is "In"... Always

TriageLogic offers an outsourced clinical call center platform for doctors, nurses, and hospitals, that provides initial phone triage advice to patients. It also licenses its turnkey clinical services call center platform and software to organizations. Every time a patient has a medical issue, they can call their healthcare provider anytime, day or night, and receive advice from an experienced, URAC accredited, registered nurse with TriageLogic. They help the patient assess the urgency of their issue and provide guidance on next steps.

The technology patients use to interact with their healthcare providers continues to evolve and TriageLogic works hard to stay ahead of and support this quickly changing landscape. Patients can use an app from TriageLogic, downloaded from the website of their doctor onto their mobile device, and connect with a nurse instead of calling or going in. This allows the patient to receive the help they

need and for the healthcare provider to handle it more efficiently, cost-effectively, and securely.

A Modern Triage Platform for Securing Today's Patient Communications

The need to support efficient, responsive communications with patients for its clients is only half of the equation for TriageLogic to deliver for its customers. An equally important focus is on securing those communications and meeting HIPAA compliance requirements. Therefore, TriageLogic invests heavily in the tools and infrastructure that ensure it stays in front of security risks and confident it is safeguarding the sensitive data and communications of its customers. Critical to achieving this goal is partnering with the right data center and IaaS provider.

"In order to support the efficiencies our clients need, while delivering the best security possible, we wanted to find a HIPAA-compliant data center with the sophisticated

infrastructure necessary for superlative servers, software, and patient security," says Dr. Raheja. "The right data center partner with mature infrastructure was imperative."

The Doctor Makes the Call

Dr. Raheja had certain criteria that the right data center partner had to meet or exceed. "The security of the server, the security of the software, and the security of the data center are the three things most important to us," he says. "What was paramount about the data center component of this, was the provider's certifications, speed, connectivity, locations, and facilities."

TriageLogic worked with Hivelocity to implement a geo-redundancy plan. "We host our servers in multiple data centers that mirror each other to take advantage of Hivelocity's private network for security and superior redundancy," says Dr. Raheja. "Their engineers helped us implement our intrusion detection systems, too."

Potent Medicine

The decision to partner with Hivelocity has delivered the results TriageLogic sought. The Hivelocity data center keeps the security consistently robust and the reporting and documentation needed to meet HIPAA compliance. Hivelocity keeps their infrastructure and certifications up-to-date and their data via secure VPNs and security monitoring services up to speed.

The Move to Hivelocity Helped Power New Business for TriageLogic

"We wanted a superior level of security and HIPAA data protection, and an easier way to demonstrate this to prospects and customers via solid data center certification documentation," says Dr. Raheja. "Hivelocity delivers this, which satisfies such requests from prospects and clients and opens the doors to more business opportunities."

The relationship with Hivelocity has improved the company and enhanced their services to their clients. Confident in the security and support it receives from Hivelocity, TriageLogic is launching some new services. "We're expanding and integrating our clinical services into different platforms so customers can use our clinical and technical expertise in their systems," says Dr. Raheja. "We're also launching our mobile app and working with companies in other fields on employee systems that help decrease their healthcare costs."

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Learn more at:
hivelocity.net
or call
1-888-869-4678

About Hivelocity:

Hivelocity provides dedicated servers, bare metal cloud, and colocation hosting solutions to customers from over 130 countries worldwide. Featuring 38 world-class, edge-ready data centers, strategically positioned in 36 cities, across 4 continents, Hivelocity's expansive global footprint allows users to reach 80% of the world's internet population in under 25 milliseconds. All of their data centers are SSAE-16 SOC1 and SOC2 certified, and HIPAA and PCI compliant services are also available. With award-winning 24/7 support, an average 15-minute ticket response time, and an SLA-backed 99.99% network uptime guarantee, Hivelocity is the hosting provider you can rely on.