HIPAA
SECURITY

SECURITY

PASSWORD
SECURITY

APPROVED

CERTIFICATION

PERSONAL DATA

MEDICAL
COMPLIANCE

CLOUD
MEDICAL DATA

New Charter
TECHNOLOGIES

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A **New Charter** TECHNOLOGIES **Company**

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Microsoft Partner

Microsoft

Gold Cloud Platform
Gold Cloud Productivity
Gold Small and Midmarket Cloud Solutions
Gold Windows and Devices
Silver Data Analytics
Silver Collaboration and Content

Technology Used

- Microsoft Azure IaaS
- Azure Architecting
- Azure SQL
- Security and Compliance
- Infrastructure design and management
- PCI Assessment and Compliance
- Managed Services
- Project Management
- Azure Managed Services

JacksonHouse

Microsoft 365 HIPAA Deployment
Jackson House

Jackson House approached New Charter Technologies to implement a fully cloud based HIPAA compliant solution to support their residential medical facilities. With locations across the SouthWest United States, and with stringent security requirements, it was essential to provide a compliant solution with full governance.

Challenge

Maintaining security across multiple access sites was critical to the success of the project. Jackson House utilized a cloud based EMR system and access to all emails, chats, and applications needed full governance and control.

The project needed to address four key areas:

1. Security – Identity Management, Single-Sign-On (SSO), MFA, and logging
2. Data Loss Prevention and Rights Management
3. Performance
4. Ease of use
5. Fast deployment to support rapid growth

Solution

New Charter Technologies – Leveraging their comprehensive experience in Microsoft 365 security and governance, coupled with their expertise in compliance and governance, NCT was able to architect and implement a Microsoft 365 HIPAA compliant solution that addressed all the Jackson House objectives. The Microsoft 365 solution stack provided a dynamic solution with security and scalability to meet Jackson House's future needs. In addition, NCT was able to architect a deployment solution customized to the client to automate the setup of new offices in minutes vs. days.

Benefit

Client satisfaction with the access experience was extremely positive due to the compliant solution architected by I.T. Responsive, a New Charter Technologies Company. I.T. Responsive's project management services were able to rapidly deploy a solution and simplify access, allowing users to become quickly trained and operational. The deployment exceeded Jackson House's expectations, providing the ability to support multiple locations and fulfill all necessary compliance requirements, enabling Jackson House to effectively achieve their growth objectives.

In addition, Jackson House adopted New Charter Technologies IT services to manage their cloud solutions driving dramatic cost savings, more than 50%, relative to training and utilizing internal resources to perform this function.

By embracing cloud-based technologies Jackson House has been able to provide a superior customer experience.