

Intermedia has been recognized by **J.D. Power** for providing
"An Outstanding Customer Service Experience" for its Assisted Technical Support.

Intermedia Healthcare Security and Compliance Plan for Office 365®

We make it easy for you to buy and use Office 365® with the essential security and compliance services to protect healthcare organizations. Intermedia services have the privacy and security controls required to protect email and work files mandated under HIPAA.

Privacy and security to support compliance with HIPAA regulations

Mobile device management to protect data wherever it is accessed

Administrator tools to streamline IT management and security and assist in documenting effective risk assessment

Healthcare organizations from large hospitals and clinics to small physicians' practices are under more pressure than ever to provide secure tools that protect patients and staff. Office 365 offers increased productivity, mobility and collaboration with familiar tools and access to data from multiple devices; however, security and compliance for healthcare environments require specific measures to protect your sensitive information. You can address these issues with powerful services that identify and protect your sensitive communications, and securely backup your files with protection from Ransomware. Intermedia services are easy to use by your administrators and staff.

Intermedia understands the concerns that apply to "covered entities", and our services are designed to meet the privacy and security requirements for Protected Health Information (PHI). Our policies, procedures, technologies and services are audited by a third-party to validate conformance with HIPAA's privacy and security requirements, and Intermedia will execute a Business Associate Agreement (BAA) with Covered Entities.

INTERMEDIA'S HEALTHCARE PLAN FOR OFFICE 365

Get the privacy, security and compliance controls needed to protect Office 365 email and work files under HIPAA.

Office 365 + Policy Based Encryption + SecuriSync (10GB/user pooled)

Contact your sales representative for pricing

Complemented by HIPAA Business Associates Agreements to comply with the 2013 HIPAA Omnibus Rule



J.D. Power 2016 Certified Assisted Technical Support Program, developed in conjunction with TSIA. Based on successful completion of an audit and exceeding a customer satisfaction benchmark for assisted support operations. For more information, visit www.jdpower.com or www.tsia.com.

Contact Intermedia today!

800.379.7729
sales@intermedia.net
intermedia.net

Start using Office 365 with Intermedia security and compliance services for healthcare

Intermedia enhances Office 365 with our full suite of integrated cloud services, providing the essential features and functionality that your business needs – all in one solution.



Secure Office 365 Email for Healthcare

Help maintain regulatory compliance with HIPAA by integrating Intermedia's enhanced services with Office 365. You will have access to fully mobile email, calendar and contacts, and Office 365 provides a 50GB mailbox per user, which is intuitive and easy to use.



Encrypted Email

Secure Office 365 by automatically encrypting emails containing Protected Health Information (PHI). Enforce compliance with pre-defined policies and rules, reducing human error and minimizing risk.

- Leverage pre-built healthcare templates - designed to support compliance with HIPAA's regulations for identifying and securing PHI using NIST-recommended encryption.
- Easy pick-up and comprehensive delivery methods for all encrypted emails.



Secure File Backup and Sharing

SecuriSync® from Intermedia is a 2-in-1 secure file backup and sharing service that complements Office 365 while enhancing OneDrive® for Business:

- Control and protection of your patient and practice electronic files using NIST-recommended encryption.
- Real-time backup with access to patient files anytime from virtually any device, so patient information is always available per HIPAA requirements.
- Disaster recovery with point-in-time restore capabilities to protect against malware and ransomware risks.
- Securely share and manage confidential documents and folders, even in a virtual office environment.



Email Archiving

Fully retain Office 365 communications with enhanced email protection and preservation capabilities. Intermedia's Email Archiving offers:

- Unlimited storage and tamper-proof record archiving for auditing purposes.
- Archive and encrypt internal and patient email automatically and securely.
- Email and attachments are designed to meet document and record retention requirements.



Secure Cloud PBX and Fax

Experience enterprise-grade phone service with conference calling and automatic call forwarding. Use the softphone mobile application to dial from a mobile device as if you were sitting at your desk. Secure fax for receiving/sending reports, lab results, forms or other documents with affiliated labs, services, insurance providers.



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Security and reliability that protects your sensitive information

Office 365 through Intermedia will offer you privacy and security to facilitate compliance with HIPAA's regulations for PHI.

- Independent third-party auditing with an evaluation (HIPAA AUP) on the suitability of our controls to help verify that we are in compliance with HIPAA's data privacy and security requirements.
- Business Associate Agreements (BAA) available for Covered Entities as required by HIPAA.
- Annual SOC 2 audit.

Administrator tools to streamline IT management and security

- Centralized control over users and services with granular configurability.
- Administrators can quickly provision, de-provision and configure security controls, and also delegate set-up and management to non-specialized staff.

Dedicated security team with certified security experts

- A dedicated, full-time security staff certified in information security
- Covers relevant aspects of security, including log and event monitoring, incident response, management of intrusion prevention systems (both host and network), perimeter defense, service and architecture testing, and source code reviews.

Reliability and support you can count on.

- 99.9% uptime from Microsoft® means you can access your cloud email when you need it, staying connected and productive.
- J.D. Power certified support with 24/7 phone and chat support any time you need expert help.

Mobile device management and security.

- Designed to protect data wherever it is accessed.
- Includes mobile security controls and policy enforcement for the administrator, including remote wipe for employees with mobile devices.



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