



CASE STUDY - Healthcare Benefits Administrator

SOURCEcopysm

Powered By: **Asigra.**

www.site2bc.com



CASE STUDY - Healthcare Benefits Administrator

The Northeast Behavioral Health Care Consortium (NBHCC)

Created in 2002, NBHCC is a non-profit organization in Moosic, Pennsylvania. Under contract with the Pennsylvania Department of Public Welfare, this multi-county consortium manages the HealthChoices behavioral health program for the residents of four counties. HealthChoices is a statewide, mandatory managed care program for individuals who receive Medical Assistance benefits. NBHCC currently serves approximately 88,000 people.

Dawn Haynes is NBHCC's IT Manager. She oversees the sophisticated network, which must be maintained in compliance with the HIPAA Security Rule and other internal policies.

The Situation:

In 2007, Haynes used 4mm-72GB tapes to back up data manually. The tapes were starting to wear, and were being used to their full capacity. Since the process was manual, backups were not performed on weekends even though staff members would work remotely after hours. The volume of data that the organization handled was increasing steadily every month. The organization faced the prospect of upgrading equipment and buying a new tape library or finding a cost-effective solution that would meet all of their internal policies and HIPAA compliance rules.

The Site2 Solution

The installation of SourceCopy software on one computer gave Haynes the ability to manage backup for her entire network from her desk. For each backup event NBHCC's sensitive

medical information is compressed and encrypted before being sent to the offsite datacenter. Each morning, a report confirms that SourceCopy found everything identified as part of the backup set. Haynes adds, *"accidentally deleted files are identified and quickly restored. When a file is deleted intentionally, I update the backup set."* Using a password that only she knows, Haynes can restore one file or an entire backup set anytime data is needed.

Planning Ahead

"I expect our auditors will soon request more detailed documentation about our process. To date, I have answered all their questions thoroughly and with confidence. SourceCopy makes it easy to show, explain and understand."

Additional Benefits

Haynes (the only IT person on staff) recalls spending 20% of her time just doing backup. SourceCopy is "AGENTLESS" and runs after-hours. All data considered sensitive or critical (including email) is backed up seven days a week now. Typically, Haynes finds that this part of her job only requires five to ten minutes a day, assuring time to focus on other mission critical priorities.

The Cost-Savings

"SourceCopy also lets me know if there are duplicated files... by file name and by text comparison. That helps me support the staff so we are all working off the most recent version of any given document, and I can carefully manage the cost of doing backup, not waste time and space."