



HelpTech

Managed Services Platform

AUTOMATED. COMPLIANT. SECURE.

Monitoring your system's health and HIPAA compliance, so you can focus on your business.



As digital healthcare evolves, so do the challenges of securing patient data to be compliant. HIPAA requires that practices taking patient X-rays keep those records for seven years and maintain a secure backup of that data in a geographically-removed location.

Employing RAID arrays and backing up to external hard drives are great methods to provide needed redundancy but neither meet HIPAA's requirement. You may be backing up, but if the backup is stored at your location, you're at risk of hefty fines if that data is lost.



The penalties for noncompliance are based on the level of negligence and can range from \$100 to \$50,000 per violation (or per record), with a maximum penalty of \$1.5 million per year for violations of an identical provision. Violations can also carry criminal charges that can result in jail time.

HIPAA violations and their respective penalty amounts are outlined as follows:

Violation	Amount per violation	Violation of identical provision per calendar year
Did Not Know	\$100 - \$50,000	\$1,500,000
Reasonable Cause	\$1,000 - \$50,000	\$1,500,000
Willful Neglect — Corrected	\$10,000 - \$50,000	\$1,500,000
Willful Neglect — Not Corrected	\$50,000	\$1,500,000

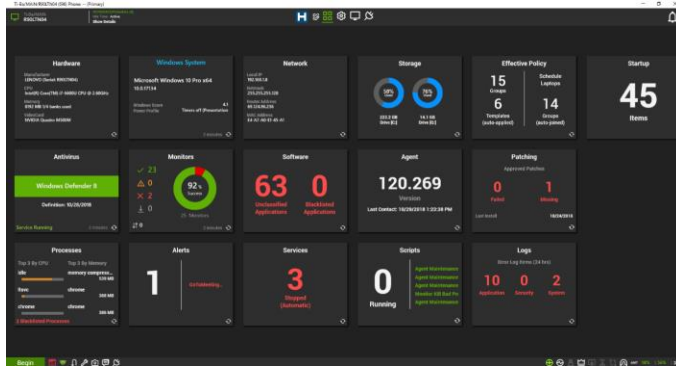
Source: HHS, [Federal Register.gov](http://FederalRegister.gov)



HelpTech



Backup Disaster Recovery (BDR)

HelpTech provides you the peace of mind and compliance that every business needs. It incrementally backs up your entire system to the Cloud each day using military-grade encryption to meet HIPAA requirements. In the event of a disaster we can rebuild your system in hours, not days.



HelpTech utilizes a dashboard (pictured above) to monitor your system health from a simple web interface, providing technicians the ability to remotely access your system when help is requested. It will send alerts when issues are detected and can generate reports that can be customized to your specific needs. HelpTech monitors your system to proactively resolve problems before they become critical issues that cost you downtime and dollars.

There are two levels of service available; HelpTech and HelpTech Plus.

Features and Benefits Included		
24/7 automated monitoring of all system processes	✓	✓
HIPAA and HITECH compliance to meet strict industry guidelines	✓	✓
Customized maintenance notifications and reminders	✓	✓
Self-healing technology to automatically resolve issues as they arise	✓	✓
Automatic report generation (<i>customizable</i>).	✓	✓
Non-commercial remote access platform accepted by most institutions	✓	✓
Backup Disaster Recovery (BDR) with Military-grade Encryption	✓	✓
250GB backup of system, database and patient images to the Cloud (<i>Larger storage tiers available</i>)	✓	✓
Granular: Restores parts of dataset instead of rebuilding system <i>In Toto</i>	✓	✓
Bare-metal: Restores entire system from a backed up system image quickly	✓	✓
Direct end-user support from TI-BA's factory-trained technicians		✓