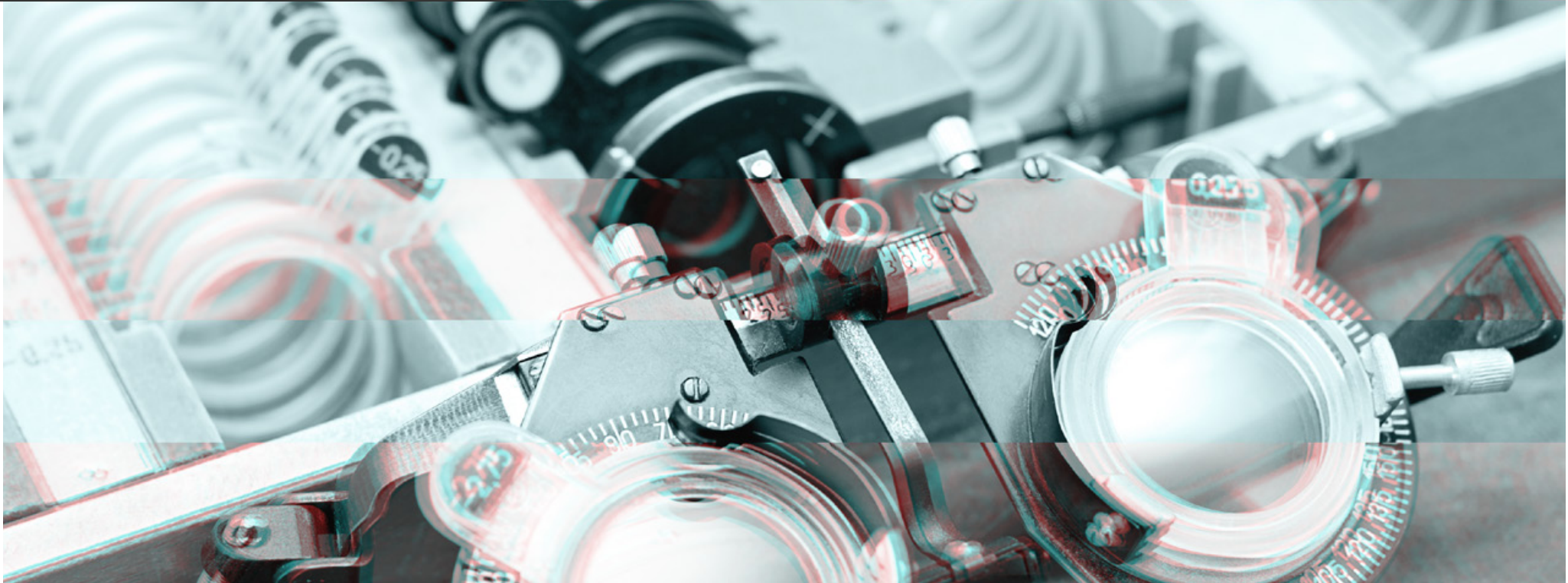Featured Case Study

Vision for Security

TOP LASIK MANAGEMENT PROVIDER SETS
SIGHT ON THE CLOUD FOR STRONGER
COMPLIANCE, SECURITY MANAGEMENT

QualSight® LASIK | ARMOR™

Vision for Security

TOP LASIK MANAGEMENT PROVIDER SETS SIGHT ON THE CLOUD FOR STRONGER COMPLIANCE, SECURITY MANAGEMENT

Founded:	2004
Locations:	800
Industry:	Healthcare Management
Website:	qualsight.com

Laser eye surgery has gained widespread popularity during the last 15-20 years. But it also remains somewhat cost-prohibitive for a good number of patients who could greatly benefit from improved vision.

QualSight opened its doors in 2004 with the mission of finding a way to provide affordable LASIK vision correction surgery to its members. The company's founders contracted a national network of independent ophthalmologists — who currently perform LASIK from more than 800 locations — and work with healthcare plan sponsors to provide access to quality care for the members at prices significantly less than the national average.

Today, QualSight represents more than 75 million members nationwide.

Protecting EMR

As a result of dealing with electronic medical records (EMR) and sensitive patient or customer information, QualSight has always made it a priority to store patient data in the most secure way possible.

In January 2010, company executives were informed that a hack attempt had been made against their infrastructure. They were concerned that a repeat occurrence could take place and wanted to take a proactive role in eliminating any future occurrence.

Even with its own dedicated hosting environment, QualSight wasn't confident it could hold back every hack attempt made against its data. It was clear Qualsight had to take action, and its executives began sourcing reputable vendors.

Then, shortly after the hack attempt, QualSight experienced a severe power outage that left its servers physically damaged. This was the trigger for the company to act quickly in order to maintain service levels to its clients, members and providers.

"The essence of our business is contained within the information we keep, so protecting it thoroughly and maintaining HIPAA compliance is critical."

Carlos Navarro | Information Systems Manager, Qualsight

The search for security

QualSight began searching for a better solution for secure cloud and online data storage, but encountered difficulty meeting regulatory, security and reporting needs.

The company had stringent requirements for both HIPAA and PCI compliance. They could not find a secure cloud provider, with a fully managed solution, that took into account both of those high industry standards while providing top performance.

Finally, the company discovered Armor.

"One of the most difficult aspects of our business requires us to handle some highly delicate information that lives on the Web," says Carlos Navarro, information systems manager at QualSight. "The essence of our business is contained within the information we keep, so protecting it thoroughly and maintaining HIPAA compliance is critical. After intensive research, we found no other cybersecurity company on the market that can beat Armor, with regard to overall protection and performance."

"After the first hack attempt against us, we dedicated a lot of time discussing the risks of further attacks and how to prevent them."

Carlos Navarro | Information Systems Manager, Qualsight

'I have never
felt more confident'

Armor was the only managed and secure cloud partner QualSight found offering HIPAA and PCI compliance-ready solutions, which mattered as the company processes credit cards and telechecks through its Web application.

These two components alone put Armor at the front of the pack in QualSight's eyes, but the company still had a few more pieces it needed to ensure were covered.

QualSight required that data security, support, reliability and reporting were met at any given moment. Armor offered countless customer examples showing that all were guaranteed. QualSight quickly came to experience firsthand the exemplary, fully managed support that Armor provides all customers.

Armor did all the hard work to transition QualSight from its in-house, dedicated hosting environment to the secure Armor cloud infrastructure.

"We trust that Armor has us covered and focuses on the security at the core of our business. I have never felt more confident or content in the hands of a service provider as I do with Armor."

Carlos Navarro | Information Systems Manager, Qualsight

Patient & proactive

Armor was proactive about securing QualSight's valuable online data, and took the time to explain all details of the transition fully. They made sure its support team was on the phone consistently with the company to ensure an easy and flawless conversion.

Once the migration was complete, Armor remained in constant contact with QualSight, taking proactive steps to protect the company from potential risks far before they could become a real threat.

"After the first hack attempt against us, we dedicated a lot of time discussing the risks of further attacks and how to prevent them," says Navarro. "With Armor, we are confident and don't have to stress out about compromised data or possible server damage. We trust that Armor has us covered and focuses on the security at the core of our business. I have never felt more confident or content in the hands of a service provider as I do with Armor."

Security, Compliance & Performance

Through its work with Armor, QualSight has experienced impeccable data security as the cybersecurity expert keeps threats at bay.

- All hack attempts have been blocked through Armor's enterprise-level security infrastructure

- The threat of compromised data due to physical server damage has been completely eliminated

- QualSight's information is fully compliant and meets both HIPAA and PCI compliance requirements

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ARMOR