CASE STUDY

SECURITY AND COMPLIANCE FOR A CASE MANAGEMENT SAAS

OAK CREEK
TECH INNOVATIONS, INC.

ARMOR

PROFILE

COMPANY: Oak Creek Tech Innovations, Inc.
INDUSTRY: Healthcare
ARMOR SOLUTION: Armor Anywhere with secure hosting + Armor Automated Security and Compliance
CLOUD PROVIDER: Armor
WEBSITE: https://oakcreektechinnovations.com

OVERVIEW

When a private case management platform evolved into a software-as-a-service (SaaS) offering, this company needed a secure cloud-based solution that could help ensure HIPAA compliance.

ABOUT OAK CREEK TECH INNOVATIONS

Oak Creek Tech Innovations provides a SaaS platform for the worker's compensation and patient advocacy markets. Initially created to serve a private case management company, its premiere product, CaseConnect, offers a cloud-based solution for organizations with multiple case managers in dispersed locations, allowing them to securely capture time, expenses, and documents related to their work. Based in the cloud, CaseConnect lets case managers run their businesses from a web-based API, providing real-time understanding of staff resources.

"We built the platform internally," says Rich Pflederer, CEO. "As we began to spin the platform out as a new company, we understood the importance of security and compliance in our controls and configuration. We knew we needed to step up our security posture."

While developing its software, Oak Creek Tech Innovations wanted a secure cloud platform for clients from a company that intimately understood HIPAA compliance challenges. The company chose Armor Anywhere with secure hosting, establishing a Virtual Private Cloud (VPC) with built-in security and compliance controls.

> **We needed to step up our security posture.**
>
> — Rich Pflederer, CEO, Oak Creek Tech Innovations, Inc.

Armor Anywhere with secure hosting is a virtual private cloud (VPC) with built-in security controls that provide the industry's leading threat detection and response capabilities.

FINDING THE RIGHT SOLUTION

Armor Anywhere with secure hosting offers infrastructure that sits in a software-defined private network—micro-segmented and isolated. Workloads connect to the public internet through a network monitored by a security operations center (SOC), which allows IP address netting and VPN termination for enhanced security in security and compliance controls.

Armor Anywhere with secure hosting is cybersecurity that goes beyond alerts, blocking 99.99% of all malicious security events and reducing threat actors' dwell time from months—even years—to less than a day.

Armor Anywhere with secure hosting for Healthcare:

- ✓ Protects EMR, ePHI, and other sensitive data

- ✓ Delivers audit-ready compliance for HIPAA/HITRUST

- ✓ Enables security for internet of things (IoT) devices

- ✓ Provides on-demand access to hard-to-find security and compliance talent

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SECURITY CHALLENGE

Once the company began building a software solution to take to market, those at Oak Creek Tech Innovations realized that not all developers began with security or compliance in mind.

"We were relying on our IT vendor and our developer outsource to understand HIPAA controls," says Pflederer. "And we were relying on two outside organizations that didn't specialize in security. In order to go to market, we needed to be confident our provider offered the best security for our applications, our company, and our clients."

When building SaaS solutions, rarely do startups have the resources or expertise for every challenge. Developer resources must focus on building working solutions and are not always focused on security. What's more, any misconfigurations or improper settings can lead to incursions by threat actors and jeopardize compliance.

As organizations increasingly embrace the cloud, they must address both "accidental" and "intentional" cyber risk as part of their shared responsibility for security.

Armor Automated Security and Compliance:

- Physical Security
- Application Security
- Server Security
- Data Backup
- Security Audits
- Data Management
- Perimeter Security
- Network Security
- Administrative Security
- Secure Data Deletion
- Access Control
- Incident Response (IR)

Armor's experience securing cloud environments made it the best choice.

Secure hosting provides a cloud-hosting infrastructure with native security features, and includes threat intelligence from Armor's Threat Resistance Unit (TRU) and 24/7/365 Security Operations Center (SOC) monitoring and response.

24/7/365

HITRUST CERTIFICATION AND HIPAA COMPLIANCE

Armor Automated Security and Compliance configuration monitoring helps Oak Creek Tech Innovations secure applications and data in the cloud while enabling continuous compliance with HIPAA/HITRUST. Reducing the burden on internal resources, it provides continuous scanning of public cloud environments to assess adherence to security and compliance policies and frameworks.

For instance, the solution scans the storage resources in the cloud to determine if any misconfigurations or improper settings exist that may expose sensitive patient and other data, alerting the customer to any areas of concern.

Armor Automated Security and Compliance minimizes "accidental" cyber risk. It provides industry-leading cloud security posture management (CSPM) capabilities to help the customer continuously discover, assess, and remediate security and compliance controls across their environment in the cloud.

It also helps healthcare organizations capitalize on the advantages of reduced cost and flexibility, while allowing them to implement a continuous compliance regimen focused on adherence to HIPAA/HITRUST.

"While we understood HIPAA environments, we didn't see the value in having someone on staff with the skills to audit code for HIPAA controls," Pflederer adds. "The time and cost involved were prohibitive."

We found security and compliance in one vendor.

Performance and scalability, with up to 16vCPUs and 96GB of memory, is coupled with flexible storage options across 3 tiers—from blazing-fast SSD to low-cost, high-volume offerings.

Combine best-of-breed security tools and threat intelligence with the expertise of Armor's Threat Resistance Unit and SOC to speed threat detection and incident response.

FAST AND SEAMLESS IMPLEMENTATION

As CaseConnect was already in development, Oak Creek Tech Innovations required fast, seamless implementation of its new security and compliance solutions. Armor was able to install agents quickly to ensure little disruption.

"Implementation was outstanding, the entire process, start to finish, was completed in two weeks," says Pflederer.
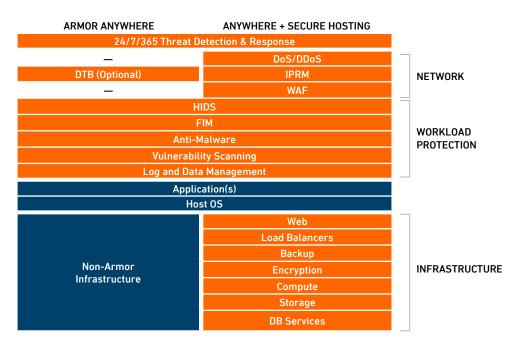
WHY ARMOR

Armor Automated Security and Compliance actively reduces the burden on organizations by providing the highest level of security and compliance.

Armor Anywhere provides technology to detect and respond to threats and can be activated in minutes. Armor also helps organizations comply with major regulatory frameworks and controls. Armor's cybersecurity experts monitor customer environments 24/7/365 and, if an attack takes place, helps customers respond quickly and effectively.

Whether your organization is a healthcare SaaS, a clinic, a biosciences entity, or a hospital network, you can secure your sensitive applications and data in the cloud while automating and accelerating compliance with HIPAA/HITRUST.

Armor exceeded our expectations.

PRODUCT CAPABILITY

ARMOR ANYWHERE	ANYWHERE + SECURE HOSTING	
24/7/365 Threat Detection & Response		
—	DoS/DDoS	NETWORK
DTB (Optional)	IPRM	
—	WAF	
HIDS		
FIM		WORKLOAD
Anti-Malware		PROTECTION
Vulnerability Scanning		
Log and Data Management		
Application(s)		
Host OS		
Non-Armor Infrastructure	Web	
	Load Balancers	
	Backup	
	Encryption	INFRASTRUCTURE
	Compute	
	Storage	
	DB Services	

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