



BACKGROUND

Healthcare innovator medBEYOND was founded by a group of healthcare and technology professionals who saw the need to optimize electronic tools and services in the medical field. Today, medBEYOND is comprised of professional practice managers, CPAs, MBAs, Microsoft certified technicians and software managers, as well as professionals with backgrounds in electronic claims and clearinghouse setup and management.



The philosophy of medBEYOND has obvious synergies with South River Technologies. Both businesses exist to bring leading-edge technology and services to organizations in an extremely efficient and cost-effective manner.

Working with SRT has enabled medBEYOND to unlock the power, productivity and robust performance of enterprise-class managed file transfer and cloud storage services. This has helped to push the boundaries of medBEYOND's operations, enabling the delivery of leading-edge technology and services to even small client practices.

THE PROBLEM

As a business that's focused on innovation and evolution, medBEYOND is always looking to improve its core services and customer experience. As a healthcare provider, it is also committed to ensuring privacy and security as a high priority.

medBEYOND required a secure managed file transfer system, coupled with intuitive remote file access and editing tools, which would enable it to host and to provide access to data for client practices of all sizes and from any location. The combined solution had to deploy rapidly and be fully compliant with FIPS 140-2 and HIPAA regulations.

Jared Cowan, senior technician at medBEYOND, explained: "The need for a comprehensive managed file transfer and access solution arose as our business grew and more of our clients wanted to work remotely and securely. We needed to host their data with complete confidence and provide them with access wherever they needed it."

"Our practices just require safe access to what they need, where they need it, without complications. [This] is something that we can now provide confidently with SRT's MFT platform that we just couldn't do any other way."

Jared Cowan
Senior Technician

SEARCH CRITERIA

Security and compliance are concerns for every business sector, but arguably nowhere more than in healthcare. Unsanctioned, ad-hoc consumer file-sharing services are potentially unsafe for customers to use, and are notoriously difficult for IT departments, which struggle to enforce security policies and keep control of critical business data. For medBEYOND, South River Technologies' products struck the perfect balance of security and productivity.

Cowan said: "All of our operational data has to be encrypted because we work continuously with doctors and other healthcare professionals. The security of patient information is obviously paramount, so now when a user leaves a practice, we can simply go into our Active Directory, disable that user's access and know that critical data is safe and secure."

IMPLEMENTATION

More than 1,000 users now rely on medBEYOND's combined South River Technologies solutions. SRT's MFT platform adheres to industry-standard secure protocols and meets regulatory compliance standards to ensure secure file transfers, providing an alternative to complex VPN implementations. SRT's MFT platform rapid onboarding means that medBEYOND begins hosting and offering access to client data as soon as the need arises. This means users are never tempted to resort to readily available but risky consumer-focused file management services or unsecure emails for their file transfer requirements.

medBEYOND customers can access file transfer capabilities without running a separate software application thanks to WebDrive, which creates the familiar interface of a drive letter. Users can edit and save files as easily as they would on a local desktop.

Cowan explained: "A typical customer request might be a small doctor's practice with a need to transfer files, either automatically or manually. Usually we set it all up for them, they find it very easy to use, and they don't think about it from that point onward. It's great for them, and from a customer support standpoint, there is no overhead at all; we set it up once and can then basically forget about it."

SUMMARY

Since adopting SRT's MFT platform in 2011, medBEYOND has used the technology continuously and has found the solution to be robust and stable. The company now discusses its use of South River Technologies' products when talking to prospective clients, to underscore its focus on client data security.

Cowan believes the combination of robust security and ease of use are crucial: "These products provide medBEYOND clients with simplicity, security, versatility and ease of deployment," he said. "Our Practices just require safe access to what they need, where they need it, without complications. Often, they will want full access to their entire data share, while only offering third-party suppliers access to specific folders. That is something that we can now provide confidently and flexibly with SRT's MFT platform that we just couldn't do any other way."

