



Secure. Flexible. Audited and Audit-ready.



HIPAA-compliant Cloud

Peak 10 can help ensure the security and availability of your applications and data, as well as meet your company's compliance requirements.

Dedicated full-time compliance officer

Cloud infrastructure audited for HIPAA compliance

Multiple layers of security

Solutions engineered to your specifications

Failure to comply with the requirements of HIPAA can be costly and damaging to your business and reputation. Peak 10's HIPAA-compliant cloud solutions are built with compliance in mind. They incorporate numerous technical and security controls and are regularly audited.

HIPAA-compliant Cloud FAQs

Is this a public cloud service?

The HIPAA-compliant Cloud is available in public (the Peak 10 Public Cloud), private (the Peak 10 Hosted Private Cloud) and disaster recovery (the Peak 10 Recovery Cloud) models. It can also be integrated into a hybrid IT strategy.

In addition, it can be supplemented with any of a number of time-saving, cost-effective managed services to help you meet many of the HIPAA/HITECH requirements for which your organization may be responsible.

Is the HIPAA-compliant Cloud HIPAA certified?

There is no such thing as "HIPAA certification." However, the Peak 10 HIPAA-compliant Cloud is assessed annually by independent auditors to ensure compliance with HIPAA and a number of other legislative acts and industry standards. Peak 10 was among the first in the industry to undergo the assessment for HIPAA compliance, and continues to stay abreast of changing regulations and security needs.

Is the HIPAA-compliant Cloud really HIPAA compliant?

The Peak 10 HIPAA-compliant Cloud has been independently assessed for HIPAA compliance. As a customer, you'll have access to our annual audit report of healthcare information privacy controls (AT 101) for data center operations. Peak 10 will also sign a business associate agreement (BAA) per the U.S. Department of Health and Human Services' final Omnibus Rule.

What security measures and features does the HIPAA-compliant Cloud employ?

The HIPAA-compliant Cloud employs industry-recognized security standards. It features multiple layers of protection to help keep ePHI and other data secure, limit access to it and to monitor, defend against and mitigate cyber assaults and threats.





Security features include:

- Multiple layers of protection to help keep electronic protected health information secure
- Firewall and router configurations built and maintained with HIPAA in mind
- Industry best practices for installation, configuration and patch installation of managed servers and associated network devices
- Proactive antivirus management ensuring versioning, active scanning and remediation of malware
- Web application firewall, quarterly vulnerability scanning and documented change request procedures
- Managed user access lists based on customer need
- Secure audit trail and resource tracking
- 24/7/365 support
- Multiple security zones (networks) based on customer need

It also comes with round-the-clock technical support to help maximize uptime and availability and enhance security. The Peak 10 staff is continuously trained on the latest security protocols, as well as in current facilities and resource management.

Where can I find out more about HIPAA in general?

You'll find complete information on the web site for the U.S. Department of Health & Human Services at

<http://www.hhs.gov/ocr/privacy/index.html>

Can I make modifications to the HIPAA-compliant Cloud?

Unlike off-the-shelf cloud solutions, the Peak 10 HIPAA-compliant Cloud can be tailored to meet your specific requirements.

Your Peak 10 account manager and solution engineer will work with you to create a HIPAA-compliant Cloud solution that best meets your need. Your Peak 10 account manager can provide you with more details, and provide you with information about the variety of managed services that are also available to further customize the solution to your needs.

What are the specifications of the HIPAA-compliant Cloud?

Residing in Peak 10's enterprise-class, geographically diverse data centers, the Peak 10 HIPAA-compliant Cloud is architected with advanced technology at the network, compute and storage levels. It incorporates industry-leading virtualization technologies deployed on Cisco's Unified Computing System™ (UCS) to offer maximum availability. Up-to-date patching provides protection against hypervisor-based security breaches.

Below are some of the technical features of the public cloud version of the HIPAA-compliant Cloud. More information can be found at:

<http://www.peak10.com/products-services/cloud-services/>

Security

- Shared high availability firewall included
- Dedicated managed and unmanaged virtual or physical firewalls are available
- Managed intrusion detection and prevention
- (MIDP), web application firewall (WAF), security and event log management (SELM), file integrity monitoring (FIM), multi-factor authentication (MFA) and vulnerability scanning services are also available
- Multiple security zones (networks) are deployed based on customer need

Network

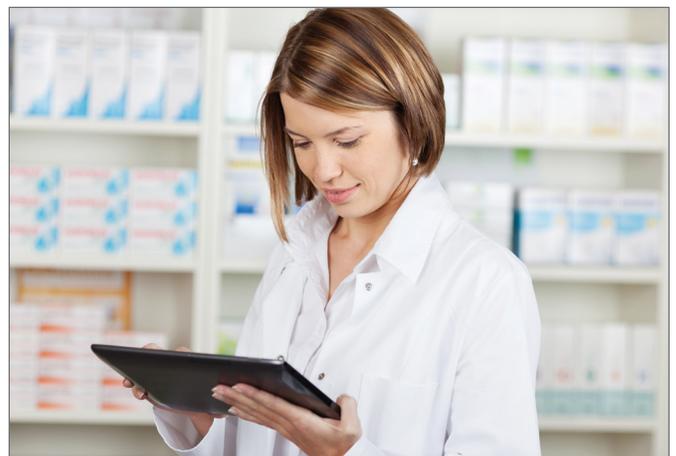
- 10 Gbps virtualized switch connection between servers
- Customer defined when using dedicated security appliances
- Dedicated 100/1000 MB network connectivity available for connectivity to external (physical) system
- Load balancing services available

Storage

- Capacity for archive and bulk-storage needs
- Performance for operating system volumes and general-purpose applications
- High performance for high I/O transaction applications like busy database or messaging systems

Redundant Infrastructure

- Host server capacity in each computing cluster
- Redundant network, storage, and power connections in each compute chassis
- Redundant SAN controllers
- Redundant RAID configurations with hot spare disks
- Redundant LAN and fiber switches
- Redundant high availability firewalls





Management

- Self-initiated, committed, and/or reverted snapshotting via web portal
- Remote connectivity from the cloud services portal
- Dynamic resource balancing between host servers
- 24/7/365 host server, network and SAN monitoring to prevent or rectify issues before they impact the customer

Software Licensing

- Hypervisor licensing included
- Windows Server (not application) included allowing access to any currently supported version and edition

Performance Reporting

- VCPU, RAM, Disk I/O and bandwidth usage reporting and trending
- VM-level right sizing data provides recommendations to increase or decrease provisioned resources based on utilization

Are SLAs available?

Yes, all Peak 10 cloud services are backed by our industry-leading SLAs for performance.

Can the HIPAA-compliant Cloud handle production workloads?

Yes. The Peak 10 HIPAA-compliant Cloud was designed to handle the most rigorous workloads but is cost-effective enough to handle all application tiers. Your Peak 10 account manager and solution engineer will work with you to make sure we create a cloud solution that best meets your needs for compliance and workload performance.

Are there other things I can do to make sure my company is keeping protected health information in the cloud?

Here are some helpful blog posts written on this subject that you can find at www.peak10.com or by using the links below:

[How to Protect Health Data from Hackers](#)

[The HIPAA Compliant Cloud – The Medicine to Keep A Healthy Trust With Your Patients](#)

[Cloud Breakthrough for Healthcare Organizations](#)

[The Prescription for ePHI Data Overload: Cloud Data Storage](#)

[A Guide to Evaluating HIPAA-Compliant Cloud Services](#)

These Peak 10 resources can also help.

[White Paper: Ready for Disaster the HIPAA-compliant Way](#)

[White Paper: Cloud Services and the Healthcare Alphabet Soup](#)

[eBook: Healthcare Data Security and Privacy: It is Your business](#)

How do I move my data to the HIPAA-compliant Cloud?

There are a variety of methods for migrating to the HIPAA-compliant Cloud. Your Peak 10 account manager and solution engineers will work with you to make sure everything goes smoothly. Here's a good resource that provides an overview of some of the methods you should consider:

<http://www.peak10.com/blog/post/five-workload-to-cloud-migration-methods-ebook#.VCV1eRZsygg>

Find out more information on our HIPAA-Compliant Cloud Solutions.

Please visit:

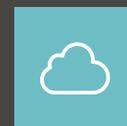
<http://www.peak10.com/cloud/hipaa-compliant-cloud>

About Peak 10

Peak 10 provides IT infrastructure solutions that ensure the 24/7/365 availability and security of our customers' critical data and applications. Customer-centric and cost-competitive, Peak 10 solutions are designed to scale and adapt to customers' changing business needs, enabling them to increase agility, lower costs, improve performance and focus internal resources on their core competencies — all while maintaining uptime, access and security.



**Data Center
& Network Services**



**Cloud
Services**



**Managed
Services**

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Powered
by
cisco

EMC
BUSINESS
PARTNER