

Cyber Advisory Services with Exceptional Support



SOC 2
TYPE II
CERTIFIED



Introduction

Axion is a contact center, staffing, and software integration company that helps businesses create a better, more effective business process solution to foster brand growth. It specializes in providing clients with fully customizable, state-of-the-art call center solutions designed to cover multiple, strategic touchpoints establishing initial connections and developing meaningful, on-going relationships for clients.

Challenge

Axion was dissatisfied with the IT support of its Managed Service Provider (MSP) and needed cyber risk advisory services from a trusted, knowledgeable, and reliable MSP to help maintain its HITRUST certification, a globally recognized certification that defines a unified set of controls and requirements to minimize risk for sensitive information. When looking for a new MSP, Axion needed:

- A trusted relationship with an IT vendor that would provide cyber risk advisory services to ensure the maintenance of its HITRUST certification.
- A responsive IT support team to resolve issues quickly.

Our Approach

Sourcepass understood the challenges that Axion was faced with including the time, knowledge, and resources required to ensure Axion would pass its HITRUST audit.

With much work to be done and a tight timeframe, Sourcepass compiled a team of cyber risk advisors and IT experts to start the project. Sourcepass set up weekly cadence calls to ensure Axion was following, and had implemented, all required security controls to maintain the certification.

Solution

Sourcepass immediately set up a program to align Axion with HITRUST compliance requirements, an effort that would help increase trust and business opportunities to both its new and existing clients. Some of the value the provided to Axion includes:

- ✓ Expert cybersecurity advisory services to help Axion maintain vigorous industry compliance requirements.
- ✓ A true IT partner that focuses on helping Axion achieve optimal business outcomes.
- ✓ An exceptional, empathetic IT support team that understands the urgency of business challenges and quickly resolves technology-related issues.

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Sourcepass has spent countless hours helping us maintain HITRUST certification and I am grateful for that. They also have such an exceptional support team with engineers that quickly resolve our issues, sometimes in record time!

- *Eric Freed, COO*

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Conclusion

The partnership formed between Sourcepass and Axion has proven to be a success. Choosing Sourcepass as their strategic IT partner was the right move for Axion to ensure compliance with HITRUST regulations backed by exceptional IT support. Maintaining this certification for Axion is invaluable as many of Axion's clients operate in the healthcare, finance, government, and retail industries - all requiring adherence to specific industry regulations.

Contact us to learn more about our Cyber Risk Advisory Services and how we can help you meet regulatory compliance for your industry.



Sourcepass provides the technical expertise, strategic guidance, and impactful technology solutions to transform your company into a modern, secure, cloud-enabled business. Start your journey today by contacting us at 646.681.5528 or visit www.sourcepass.com.