

# Expert Collaboration Leads to Major Accreditation Win



SOC 2  
TYPE II  
CERTIFIED



## Introduction

Health Care Advocates International (HCAI) is a health and advocacy organization dedicated to serving the needs of the LGBTQ+ community through prevention, programs, education, advocacy and treatment. In addition to primary healthcare, HCAI offers HIV/AIDS services, sexual health and mental health care, and cosmetic services. Its mission is to reduce morbidity and mortality associated with HIV and sexually transmitted infections (STIs) by fighting stigma and discrimination and ending homelessness.

## Challenge

In the healthcare industry, accreditations are essential as they ensure high standards of care, enhance patient safety, and boost operational efficiency. During accreditation, auditors typically analyze an organization's IT infrastructure, cybersecurity measures, and best practices.

When HCAI was in the final stages of obtaining a highly regarded accreditation, they asked Sourcepass, their IT service provider, to attend a meeting with the auditors to discuss the organization's IT infrastructure demonstrating its optimized cybersecurity posture and robust IT support model.

## Our Approach

Sourcepass understands that businesses need the help of IT experts to identify potential security risks and vulnerabilities and have them recommend proactive measures to mitigate or eliminate those risks. Regular Security Risk Assessments can also help businesses to meet compliance requirements and be prepared for audits.

Because a recent Security Risk Assessment was performed, Sourcepass was positioned for success to speak on the HCAI IT infrastructure and demonstrate the strength of its cybersecurity posture.

# Solution

When HCAI reached out to Sourcepass to ask if they could attend and participate in the auditor meeting about one week out, Sourcepass quickly began information gathering from their recent Security Risk Assessment to accurately present HCAI's cybersecurity posture.

The Sourcepass team, including a Client Success Manager and a Cyber Risk Advisor, made every effort to attend the call and support HCAI in achieving the highly esteemed accreditation.

The call was a huge success with no questions left unanswered. The Sourcepass team provided a comprehensive overview of the IT services and solutions, and explained HCAI's robust cybersecurity posture.

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Sourcepass came through for us big time during our accreditation audit. The auditors stated that was the most professional and thorough audit they have ever conducted - there were no questions left unanswered!

- Lenny Courtemanche, Director of Global Prevention, Outreach & Advocacy

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# Conclusion

HCAI was ecstatic to receive the accreditation they had sought for two years. The success is a testament to the collaborative efforts and dedication of the Sourcepass team. By swiftly gathering and presenting critical information, and making themselves available to support the endeavor, the team demonstrated exceptional professionalism and expertise.

This achievement not only highlights the importance of thorough preparation and teamwork but also underscores the value of having a reliable partner like Sourcepass to navigate complex accreditation processes.

Contact us to learn more about how Sourcepass can help support your business goals.



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](http://www.sourcepass.com).