

# Responsive Service & HIPAA Compliance



## Introduction

Riverside Industries provides individualized services combining life skill development, day habilitation, and employment options for adults living with Intellectual and Developmental Disabilities and autism in Hampshire, Franklin and Hampden Counties of Western Massachusetts.

## Challenge

Technology is the framework in which Riverside operates and plays a number of critical roles in the organization, including compliance, communication, and collaboration.

- Protecting HIPAA information for clients and staff
- Maintaining network, application, and data availability for seamless interaction across a large facility
- Requirements for highly responsive technical services and expert strategic guidance

## Our Approach

Sourcepass understood the challenges that Riverside was faced with, especially in its endeavor to achieving and maintaining industry-regulated HIPAA compliance to ensure the privacy and security of patient information, as well as having seamless network connectivity avoiding disruption that could impede access to critical systems and data, potentially affecting patient care and operational efficiency.

The approach used to overcome these challenges was to provide a dedicated Cyber Risk Advisor to guide Riverside on its compliance journey, as well as the implementation of robust cybersecurity solutions to safeguard critical patient and staff data.

# Solution

Over a decade later, Sourcepass and Riverside continue to partner for success, ensuring that smooth IT operations and strict HIPAA compliance clear the way to support Riverside's compassionate mission to support those in need.

- ✓ Established an IT partnership with the proper cybersecurity expertise to implement and maintain a successful HIPAA compliance engagement.
- ✓ Expert managed IT services to proactively maintain and operate a modern IT infrastructure
- ✓ A responsive, empathetic service engagement that understands the urgency of situations and quickly resolves technology-related issues.

“

We heavily rely on Sourcepass, they function as our full-time IT department and guide us on complex issues like security and compliance. They truly understand our business which is huge comfort to our team.

- Lynn Ireland, President & CEO

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# Conclusion

For mission-driven organizations, it is critical to choose the right strategic IT partner to ensure success for your company, your employees and the community they support.

Sourcepass focuses on developing a strategic approach that is aligned with your company's goals, allowing you to focus on your mission and achieve success however you define it. We're proud of our partnership with Riverside and invite you to contact us to learn more on how we can support your organization.



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).