



## Innovative Healthcare Delivery

Unique Healthcare Provider

### ABOUT INNOVATIVE HEALTHCARE DELIVERY

This unique game changing healthcare company was founded in 2012 on the principle of improving the quality and efficiency of the healthcare delivery system. Their high touch patient-focused approach enhances quality outcome. Their various programs reduce costs while simultaneously creating a better experience for the patient. The Innovative Healthcare model leverages existing services and fills the gap of unmet needs. The result is a much simpler and personalized experience for every patient.

### THE CHALLENGE

IHD was a start up at the time they engaged IronOrbit. The co-founder Michelle Guyot had used SACA services for EccoHealth for about 6 years. She was so happy with the experience that she wanted to use the same company for the new venture rather than invest in an in-house IT Infrastructure.

Developing and managing IT environments was not a skill-set they executive team had. Nor was it something they wanted to do. They would rather focused on other operational functions within the organization. They also wanted to concentrate on growing the company, rather than trying to manage servers, email, and other IT issues in house.

### CUSTOMER DEPLOYMENT ACHIEVEMENTS & MILESTONES

Innovative Healthcare Delivery has always complimented existing healthcare industry resources. The company's main objective has been to foster a comprehensive approach to patient care by perfecting a cohesive delivery system. IronOrbit put them in a better positioned to fulfill that objective in ways that protect them from outside circumstances and events. This is accomplished by providing a full inclusive and secure platform that meets and even exceeds full HIPPA compliance. The IHD IT environment is stable and reliable with multiple connections to the Internet from different providers. Note: In 2020, IHD was acquired by naviHealth, Inc.

**Infrastructure:** We custom built a VDI platform to IHD specific requirements, based on Citrix technology and deployed thin client-based workstations.

**Email:** IHD's email infrastructure was placed on fully managed and fully hosted IronOrbit Exchange solution, with built in IronOrbit SendSafe email encryption.

**Business Continuity, Backup & DR:** We designed a business continuity, backup and disaster recovery strategy featuring 1-year retention, daily snapshots and encrypted offsite backups.

**Managed IT:** IronOrbit exceeds compliance with federal regulations for healthcare providers.

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# CASE STUDY



## **DEPLOYMENT SPECIFICS**

- 1** Custom built VDI/thin client solution, with hosted Exchange and hosted DR.
- 2** Critical security & operating system patch management for all desktops and servers.
- 3** Network, firewall, switch and IDS management across all branches.
- 4** Network antivirus, spyware and phishing protection against malware threats.
- 5** 24/7 real-time, non-intrusive network and security monitoring and alerting.

**Michelle Guyot,**  
Co-Founder & Executive Vice President



*My relationship with IronOrbit extends over the span of 20 years and 4 businesses? I've been super happy with their level of support, responsiveness, and pricing. Our relationship has provided me peace of mind. I can sustain HIPAA, Privacy & Security Compliances with the robust infrastructure IronOrbit provides. It's great because I can focus on other aspects of my business. But what I love most is its ease of use.*



## **ABOUT IRONORBIT**

IronOrbit, a division of SACA Technologies, is a privately owned and fully integrated Information and Communications Technology (ICT) powerhouse. With more than 300 years of combined industry expertise, IronOrbit innovates, develops, and produces comprehensive ICT solutions, specializing in GPU-accelerated cloud workspaces.

IronOrbit operates their own global footprint of private data centers across more than twenty regions worldwide, utilizing SOC 2 Certified, Tier 4 facilities to provide cloud services and their flagship hosted desktop solution, INFINITY Workspaces, to thousands of customers, including the US government.

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