HIGHSIDE

REMIX MEDICAL

Case Study

Who is the Customer?

Remix Medical is the premier multi-specialty medical group in Houston, TX, providing personalized and comprehensive health care in any setting. Physicians who are part of Remix Medical, care for patients with chronic disease – and all aspects medical and social that are associated with our health. Remix focuses on modern health solutions and uses modern technology to provide the most efficient and consistent care & communication with patients and their loved ones. Remix has integrated a network of healthcare providers, services, and facilities across both the United States and South America to ensure quality health care no matter where or what the issue.

Challenges facing the Customer

- HIPAA compliant communications between team members

- HIPAA compliant file sharing & document management

- HIPAA compliant collaboration with providers & facilities

- Multiple OS needs, including ChromeOS and various mobile operating systems

Operating across multiple facilities and supporting their patients through multiple healthcare providers left Remix Medical facing challenges with HIPAA compliant data sharing & communication. Remix team members working in remote locations have to schedule patients with providers in multiple different facilities. Scheduling patients with the right providers and sharing the patient data with doctors and making that available at multiple facilities was proving an impediment to the Remix business model. Not only did Remix have to be able to manage access and ensure reliable communications, they had to ensure all communications were secure & HIPAA compliant. Making these challenges even more complex, Remix operates in multiple geographies, with offices in the United States, India and Columbia - it's not just sharing data with partners, doctors and facilities, sharing data internally between team members also presents a unique challenge. Different offices and geographies have different connectivity and technology systems. In one remote location, users are running multi-user ChromeOS devices that do not have the ability to run standard desktop applications but must be able to share data and communicate with users regardless.

Meeting the Customer's Needs

To meet these challenges Remix Medical turned to HighSide. HighSide's HIPAA compliant collaboration platform, gives Remix the ability to meet their diverse needs, storing PHI, communicating internally and sharing patient details externally all on a single platform. With HighSide's multi-OS app, Remix can seamlessly collaborate across PC, Mac, Ubuntu, Android, iOS, and ChromeOS devices. Additionally, the HighSide password-less authentication supports their multi-user setup in remote offices ensuring only authorized users can access the HighSide application.

Remix uses HighSide's software as a service (SaaS) offering which ensures their system is reliable and always available. Every user across Remix's globally diverse team has direct access to HighSide support, and for even the smallest questions, gets a quick human response.

How Does HighSide Exceed the Needs?

HighSide secures everything through a revolutionary distributed E2E encryption protocol where each app install generates cryptographically unique encryption keys and manages all encryption & decryption activity. HighSide's distributed private root of trust model ensures no one can intercept or spoof a user's keys, eliminating "eavesdropping" risks, and the need to trust a provider who has access to private key material. Unlike other collaboration platforms that promise security, HighSide is actually secure and goes far beyond being HIPAA compliant. Additionally, HighSide signs BAAs (business associate agreement) and a DPAs (data protection agreement) with customers.

HighSide's encryption happens on the application, NO data is ever "stored" in a cloud or traverses a network. Only ciphertext is ever stored in the HighSide cloud and since encryption is decentralized, no one other than the authorized recipients and the owner of a message or file can decrypt this.

Designed on a bit-torrent style data transfer framework, HighSide supports extremely poor connectivity environments and ensures all messages, pictures, files, and communications are securely and reliably delivered. This is particularly important to Remix's teams in remote locations who routinely have poor connectivity.

"We love the fact that HighSide is available on all our different devices. This enables our team to easily communicate across our various office locations, with our providers and third-party facilities. HighSide also gives us an easy, secure, and HIPAA compliant way to do document management and physician paperwork."

- Lance Rosser, IT Solutions Architect @ Remix Medical

Collaboration for Teams that Prioritize Security

HighSide's secure collaboration platform provides a true end-to-end encrypted environment complete with the features and functionality your employees demand. Ensure every communication - chat messages, group conversations, file sharing & document collaboration, voice & video calls - are secure and compliant.

Integrated user management and real-time IAM sync gives security and compliance teams streamlined access control based on pre-existing security policies. Automatically manage device authorizations and control when or where a user can access certain channels, chats, or files. Additionally, HighSide supports both internal team collaboration and third-party engagement in a single secure environment.

With a full compliance suite and a FedRAMP cloud hosted environment supporting isolated computer environemnts up to Impact Level 5, on-prem deployment options and a public cloud, HighSide brings modern business tools to sensitive, confidential and even classified projects.
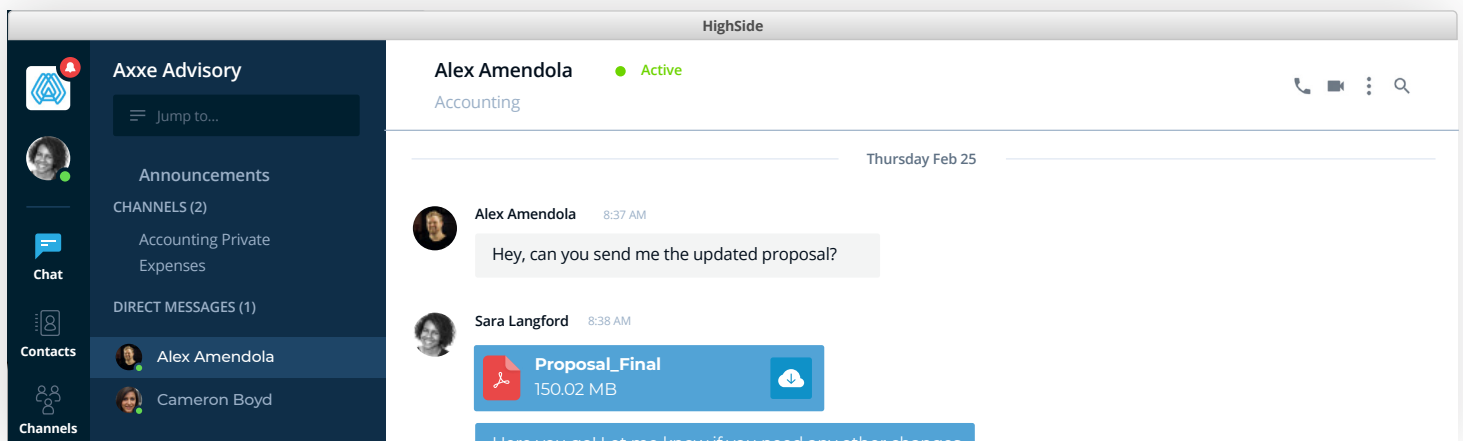
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HighSide is the global leader in secure cloud sharing, collaboration & access management. Powered by a distributed cryptographic key management infrastructure, HighSide's suite of products enable businesses to engage securely in a remote first world. Through our zero-trust technology, teams have access to a modern unified communications and file sharing platform including voice, video, text and files, reducing risk of shadow IT and reliance on dated and insecure communications channels.

HighSide delivers applications that users actually want to use and that security leaders want to deploy. Founded in 2015, the company has offices in Columbia, MD, Esch-sur-Alzette, Luxembourg and New York, NY.

highside.io

sales@highside.io

866.693.8559