

RACKSPACE SOLUTIONS FOR HEALTHCARE

Protect your healthcare workloads in our HITRUST CSF–certified dedicated hosting environment and rely on our expertise to help you scale to the cloud.

Healthcare providers, medical practices, payers, life sciences institutions and healthcare software providers must meet strict data protection mandates, which make it difficult to move workloads to the cloud and keep IT infrastructure compliant. But you no longer have to choose between the cost benefits of the cloud and the security and compliance of managed hosting. Our fully-managed dedicated hosting environment is certified to the Health Information Trust Alliance® (HITRUST) Common Security Framework (CSF) to help address the data and privacy requirements of the healthcare industry. We also offer support for PCI and HIPAA workloads in AWS.

WHY RACKSPACE FOR HEALTHCARE?

Every day, healthcare organizations trust Rackspace® to manage, host and help protect their electronic health records (EHR), protected health information (PHI) and critical applications. Rackspace achieved the HITRUST CSF certification to help ensure that our dedicated hosting environment addresses the healthcare industry's complex data privacy and security requirements. This includes applicable standards for ISO, PCI-DSS, COBIT®, HIPAA, HITECH and NIST.

We provide our HITRUST CSF–certified dedicated hosting environment at no additional cost. And we can also support your PCI and HIPAA compliant workloads in the AWS cloud to help reduce costs and drive efficiency.

KEY BENEFITS

We make it easier for healthcare organizations to deploy IT workloads in a secure and compliant environment and to move HIPAA workloads to the cloud.

Security and compliance: Our HITRUST CSF–certified and PCI-DSS compliant dedicated hosting environment meets the highest security standards helping to comply with ISO, COBIT®, HIPAA, HITECH, NIST, SOX, and FISMA guidelines.

High performance: Dedicated servers, databases, networking and storage solutions provide superior performance for I/O-intensive applications and high-volume data processing.

Cloud scalability: Scale to the cloud with support for PCI and HIPAA workloads in AWS.

Reliability: Count on industry-leading SLAs, a 100% Network Uptime Guarantee, advanced threat intelligence, 24x7x365 monitoring and reporting assistance.

Expert support: Receive expert guidance through 1:1 consultation to architect a solution based on your security, compliance and workload requirements.



TRUST RACKSPACE

- A leader in the 2015 Gartner® Magic Quadrant for Cloud-Enabled Managed Hosting, North America & Europe
- Hosting provider for more than half of the Fortune® 100
- 3,000+ cloud experts
- 15+ years of hosting experience for healthcare organizations
- Hosting provider for 750+ healthcare organizations
- Customers in 150+ countries
- HITRUST CSF–certified dedicated hosting environment
- PCI-DSS compliant dedicated hosting environment
- Certified Level 1 PCI Service Provider on AWS

“OUR CUSTOMERS COME TO US SO THEY CAN MEET COMPLIANCE REQUIREMENTS. WE RELY VERY HEAVILY ON RACKSPACE FOR THIS, AND WE ARE IMPRESSED WITH THEIR PRODUCTS AND SERVICES. EVERY TECHNICAL INQUIRY IS ADDRESSED QUICKLY AND COLLABORATIVELY, AS THOUGH THEY ARE AN EXTENSION OF OUR IN-HOUSE IT TEAM.”

TIM SMITH :: CTO, MEDABLE

CONTACT US

1-800-961-2888

www.rackspace.com/healthcare



EXPERTISE

Every day, healthcare organizations ranging from startups to multibillion-dollar enterprises rely on our experts to stay ahead of security threats and manage their IT infrastructure.

- Receive expert guidance through 1:1 consultations to architect a solution based on your security, compliance and healthcare workload requirements.
- Our 3,000+ experts support all of the leading clouds, including Microsoft® Azure® and PCI and HIPAA workloads in AWS.
- Certified network security engineers are available to help architect, migrate, secure, operate and optimize your infrastructure to help address the healthcare industry's complex data privacy and security requirements.
- Certified DBA experts help architect the database solution that matches your high-volume data processing needs.
- Certified storage specialists support you with data preservation and replication expertise.

SERVICE

We deliver **Fanatical Support®** for the world's leading clouds – it's the specialized expertise and 24x7x365, results-obsessed customer service that's been a part of our DNA since 1999. Here are a few other ways we provide service with our fully managed dedicated hosting:

- **Industry-leading SLAs:** 100% Network Uptime Guarantee, One-Hour Hardware Replacement Guarantee, and a 99.99% Storage Uptime Guarantee
- **Monitoring and backup:** Hardware monitoring, availability monitoring, reporting assistance, bandwidth and backup performance utilization, and managed data backups and restores
- **Expert DBA Services:** Outsource design and administration to our certified DBAs
- **Fanatical Support® for AWS:** Includes support for PCI and HIPAA workloads
- **Managed Security Services:** For proactive detection and remediation of advanced cyber threats

The Rackspace dedicated hosting environment has been validated against all 333 HITRUST requirements across 19 different security categories to provide comprehensive IT protection for healthcare information.

CONSIDERATION	HITRUST CSF	COBIT	PCI-DSS	ISO	NIST	HIPAA
Comprehensive – General Security	✓	✓	✓	✓	✓	Partial
Comprehensive – Regulatory, Statutory and Business Requirements	✓					
Prescriptive	✓		✓	Partial	✓	
Risk-Based (rather than compliance-based)	✓	✓	Partial	✓	✓	Partial
Practical and Scalable	✓	✓				✓
Supported and Maintained	✓	✓	✓	✓	✓	
Vetted by Healthcare and Industry Experts	✓			✓*	✓*	
Open and Transparent Update Process	✓		✓	✓	✓	✓
Audit or Assessment Guidelines	✓	✓	✓	✓	✓	
Consistency and Accuracy (in assessment/evaluation)	✓	Partial	Partial	Partial	✓	
Certifiable	✓	✓	✓	✓		
Assess Once and Report Many	✓			Partial	Partial	

*ISO 27799 and NIST 800-66 both subject to comment period prior to release

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