

## HillSouth



iT solutions.

HillSouth iT Solutions, based in Florence, SC, is an industry-leading IT consulting company.

HillSouth is focused on delivering proactive support, stability and outstanding customer service to small and medium sized businesses using technologies that can be physical, virtual, hybrid or cloud.

Named by CRN Magazine as one of the fastest-growing solution providers in the technology industry for 2013, HillSouth's growth is based on the relentless focus on leveraging the right IT innovations and delivering on its promises to the clients it serves.

Increasingly, HillSouth is accepted as a trusted IT advisor to enterprises and organizations within the healthcare industry – whereby HillSouth acts as the go-to IT service team for healthcare providers wanting to stick to their core competency – while letting HillSouth be their outsourced IT department.

Here is an “at-a-glance” summary of several of HillSouth's industry-leading innovations for its expanding healthcare customer base.



## WDPS LLC

WACCAMAW DERMATOLOGY and PLASTIC SURGERY

WDPS, LLC provides access to the highest quality medical, surgical and cosmetic dermatology services. The company serves a growing clientele from four offices: Myrtle Beach, Conway, Litchfield, and Little River.

HillSouth has been working with WDPS for over three years.

Originally, business partner Time Warner Cable put WDPS in contact with HillSouth after WDPS had purchased fiber optic cable from TWC for connectivity among their offices. What was needed was an IT services provider with the expertise to install the cable and set up the necessary Cisco routers – essentially the whole connectivity layer within the various offices that comprise the WDPS enterprise.

Since that time, HillSouth has taken over management of essentially all IT services for WDPS – including routers, servers, desktops, copiers, printers and mobile devices. All most all of the servers needed to support WDPS's day-to-day business are now located and hosted in the HillSouth data center.

Recently, when they needed new electronic medical records (EMR) software, the decision was made for HillSouth to host and manage it – thereby eliminating the need to buy the IT hardware that would have been required if WDPS would have brought the EMR software in-house.

*“HillSouth has eliminated the worry we had in maintaining our own servers and IT systems by taking this responsibility out of our hands – including our website,” states Lucy Quirke, office manager, Waccamaw Dermatology and Plastic Surgery. “What is more – HillSouth has our utmost trust. They bring to our attention only solutions we need and not everything from every vendor under the sun. The people at HillSouth are our IT team and the real benefit of turning the IT role over to a trusted IT advisor like HillSouth is true peace of mind. The bottom-line concerning all of our IT needs is that is that HillSouth is looking out for us.”*

WDPS

Routers & Fiber Lines

Managed Services  
for EMR

ALL IT Managed  
by Hillsouth

### ^ The evolution of a successful client relationship / WACCAMAW DERMATOLOGY AND PLASTIC SURGERY

A next step for WDPS will be when HillSouth sets up 4G back-up connections for the client – in case their current Inter- net connection fails – enabling them to still have access to the servers HillSouth hosts.

*According to Andy Patel, chief technology officer at HillSouth, "A simple referral to set up some routers turned in to long-standing business relationship, wherein we manage WDPS's entire IT infrastructure. We handle every- thing now IT-wise and Waccamaw Dermatology and Plastic Surgery no longer has any IT in-house. They can focus on what they do best – by letting us focus on what we do best."*

## Low Country Health Care System

Low Country Health Care System, Inc. (LCHCS) was established in 1977 as the Allen- dale County Rural Health Program, Inc., a Federally Qualified Health Center. LCHCS has a wonderful history of providing primary care services to medically under- served communities.

The organization has grown to four health delivery sites. Three of the sites provide the full array of comprehensive primary care services while its fourth site services primarily a HIV/AIDS population.

LCHCS has worked with HillSouth for more than three years. Even with an IT person residing in- house at Low Country Health, HillSouth manages all of the client's servers. These servers were on-site at LCHCS's offices until March 2014, at which time all five servers were moved to HillSouth's data center.

LCHCS originally turned to HillSouth for help with network connectivity issues between the data center located at the main office in Fairfax, SC and other primary care practice sites (satellites) located in Barnwell, Blackville, and Orangeburg, SC. IT problems were compounded because LCHCS was using aging hardware, which was no longer supported by the manufacturers.

The fact of the matter was that LCHCS needed more resources behind the servers they had. The hardware that was in place just simply could no longer keep up with current demands. LCHCS was looking at a large capital expense to get new hardware to meet its growing needs. Moreover, with four separate sites, the company was having trouble keeping everything available to each site. Problems ranged from power issues to connectivity challenges with the company's ISP vendor.

*"For all these reasons, Low Country Health Care System chose to go with HillSouth and let us virtualize their physical servers and run them in our data center on our virtualized infrastructure," explains Patel.*



LCHCS's in-house IT resource is now able to focus on any workstation support issues. HillSouth provides management agents for those desktops and serves as a backup as needed.

The most mission-critical database that HillSouth hosts for LCHCS is the one that manages the company's electronic medical record (EMR) application. Bottom-line: As far as the scope of what HillSouth does for LCHCS today, everything that the healthcare provider relies upon is now hosted and managed at HillSouth.

*"Performance and availability are both key to our healthcare practice," states Ashley Barnes, CEO at Low Country Health Care System, Inc. "Whenever something went wrong at our main location, the other sites were selected along with our main, primary care facility. If anything happened – power issues or ISP problems – we had four locations that could not meet patients' needs. Now we have the uptime we so desperately needed. And our power and connectivity issues are a thing of the past. With HillSouth as our managed services provider, we simply pay for the IT infrastructure we need at their data center. The upshot is that we now have non-stop business operations."*

## Manifest Pharmacy

Manifest Pharmacy strives to be the premier independent mail-order provider of prescribed medications and home medical supplies. Manifest is a contracted member of most major prescription benefit plans. As a result, the company can deliver medications and supplies to the home – saving customers money with 90-day refill programs.

Manifest Pharmacy is another referral client that came that came to HillSouth by word of mouth. The client came on board in early Q4 2013. Manifest Pharmacy needed Hill- South's IT services expertise due to the company's rapid growth. IT systems needed to keep pace in supporting business expansion. Manifest Pharmacy was most interested in having HillSouth provide solutions to server and security issues. HillSouth now not only hosts servers for this client, but it also has delivered the services required to fully meet Manifest Pharmacy's compliance objectives in data security.

*"We engaged with Manifest Pharmacy as their trusted IT advisor. Now we are hosting their SQL Server, their domain controller, and a firewall for them," states Patel. "We also put a managed firewall in at the physical location of their main office in Greer, South Carolina; along with needed intrusion protection and prevention services."*

In terms of security, Manifest Pharmacy sought and has received both the technology to enhance security for systems and for data, as well as better processes to make their enterprise secure. For instance, now all devices require log-on, passwords are complex, and the client has met its main goal of fundamentally "locking down" systems from many possible security breaches – all while growing the business and hiring new staff at a very brisk pace. In the initial six months that HillSouth has worked with Manifest Pharmacy, the organization has already moved to a larger facility to accommodate expansion and new headcount.





## University of South Carolina

The USC Department of Integrated Information Technology (iIT) offers a Bachelor of Science degree in Integrated Information Technology and a Master's degree in Health Information Technology.

Although the University of South Carolina has extensive IT systems and resources, two factors served as catalysts that resulted in HillSouth being tapped to manage IT services for the Department of Integrated Information Technology (iIT) and specifically for the group responsible for Health Information Technology (HIT). The first was simply agility. The people who were acting as "drivers" for this project at USC could not afford the time required for USC resources to be deployed. Secondly, a project like this would have required resources beyond the scope of one department. University resources were not an option in this instance – and frankly university administrators did not want the liability associated with building a HIPPA-compliant architecture for the HIT Department.

*"The Dept. of Health Information Technology needed a terminal server so that people could 'remote-in' and access HIPPA data for research purposes," states Neset Hikmet, Ph.D., Associate Professor and Director, Graduate Studies in Health Information Technology, University of South Carolina. "This is all funded with grant money and the grant was contingent upon USC's IT infrastructure being compliant with HIPPA standards. We turned to HillSouth to make our IT infrastructure compliant and because of their track record with health care providers and institutions."*

The researchers at HIT are focused on mining and analyzing healthcare technology data. They are not in the business of building IT infrastructure designed for HIPPA compliance. Nor are they versed in building firewalls or leveraging virtualization technologies as a best practice. HillSouth enables these information scientists to do what they do best – perform research. HillSouth provides the infrastructure IT-wise to make this possible.

*"This department at USC started as a managed services client and began by co-locating equipment with us," explains Patel. "They quickly migrated to more HIPAA-driven solutions stack and shared rewall services – all high-level, value-added for the client – and all driven by our extensive healthcare experience, plus our ability to deliver all the solutions within our shared data center environment."*

## iT Solutions and Services

Whether your company has 5 or 5,000 employees – we're committed to finding the proper way to partner with your organization to deliver world-class iT Solutions.

### How Can We Help You?

Contact us today and we will provide an assessment of your unique situation. We will provide a sound solution plan backed by our guarantee: To never stop thinking.