Axcient

dmi Networking Ensures HIPAA Compliance For Dental Clients with Axcient

dmi gives clients peace of mind that their patient records are backed up and protected from employee errors.

dmi Networking is a managed service provider supporting 100 dental offices in and around the San Francisco Bay Area and has served the business community for over 30 years. The company provides IT services, including HIPAA consultation, data security, anti-virus, cloud services, backup, and more. Through dmi Networking's partnership with Axcient, the company has given clients peace of mind that their patient records are backed up and protected.

> " We needed a backup solution that we could trust and that is sophisticated enough to meet the needs of all of our clients. Axcient x360Recover Backup is the only backup solution that we feel confident deploying to all of our dental clients.
>
> – Dan Gospe, COO, dmi Networking Inc.

For dentists, gone are the days of manila folders bursting at the seams with copies of charts, x-rays, and other records. Today, the dentist office is connected and digital, making it dramatically easier to keep digital logs of patient records that can be instantly accessed and updated. Dan Gospe, COO of dmi Networking, understands the benefits and the challenges associated with the digitization of patient information.

"As clients started digitizing their patient data, they quickly realized they needed to back it up," says Gospe. "The problem is that most other backup services aren't tailored to the needs of dentists, especially when it comes to patient privacy."

dmi Networking chooses solutions that meet the specific needs of dental offices. The company needed to offer clients a backup solution that could back up open file types, especially those generated by Dentrix and Open Dental, two practice management applications for dentists, and imaging software suites, such as XDR. His clients also required advanced backup features, including file versioning and recovery of deleted files. Most importantly, dmi Networking needed a backup solution that complied with HIPAA. After struggling with a host of consumer solutions that lacked necessary features, Gospe ultimately turned to Axcient x360Recover Backup, a dedicated backup service versatile enough to meet his clients' requirements.

THE PROBLEM:

- Existing backup service incompatible with HIPAA requirements for protecting patient information
- Dental clients with need to efficiently back up open database files and line of business applications
- Clients who needed granular recovery for sensitive deleted files

THE SOLUTION:

- Robust backup solution with HIPAA compliance and advanced recovery capabilities
- Ability to back up open file types and exclude certain files, resulting in lower storage costs
- Multi-tenant interface for powerful recovery and restore capabilities from one pane of glass

THE RESULTS:

- With Axcient x360Recover backup, the dmi clients enjoy historical versioning, retention of deleted files, and a other restoration options, so data is easily recoverable
- With the help of Axcient's rich activity and audit reports, the client could identify and terminate a malicious user
- Used Axcient to easily return to previous versions of the shared folder and recover missing information

Branded under dmi Networking's own name, Axcient x360Recover Backup lets dmi Networking offer clients a capable and robust solution. Axcient can back up open file types, including Dentrix databases, is HIPAA-compliant, and provides the company's clients with the recovery features that they need. Axcient x360Recover Backup also offers the ability to exclude certain information from backup, such as installation and temporary files associated with Dentrix. Excluding this information saves dmi Networking on storage costs and allows the company to pass these savings on to its clients.

For dmi Networking, Axcient Backup's biggest advantage is its recovery capabilities. With Axcient x360Recover Backup, the company's clients enjoy historical versioning, retention of deleted files, and a multitude of restoration options, so data is easily recoverable. Gospe mentions the story of one of dmi Networking's clients, who discovered that sensitive files in a shared folder had been maliciously deleted by an employee.

"They were worried because some of the missing information included personal finance data," explains Gospe.

> So many backup companies advertise how their services are simple – 'set it and forget it' – but as a managed service provider dealing with dentists, we need more than convenience.
>
> – Dan Gospe, COO, dmi Networking Inc.

Fortunately, dmi Networking could use Axcient x360Recover Backup to easily return to previous versions of the shared folder and recover the missing information. Moreover, with the help of Axcient Backup's rich activity and audit reports, the client could identify the employee responsible for deleting the files and terminate them.

For dmi Networking, Axcient Backup's advanced granular recovery capabilities, brandable interface, and HIPAA compliance set it apart from competing vendors. Today, more than 80 of dmi Networking's clients take advantage of Axcient technologies. In total, dmi Networking backs up more than 4 TB of data to the Axcient Cloud.

"We needed a backup solution that we could trust and that is sophisticated enough to meet the needs of all of our clients," said Gospe. "Axcient x360Recover Backup is the only backup solution that we feel confident deploying to all of our dental clients."

Take advantage of Axcient's Chain-Free, AutoVerify, and AirGap to ensure data is backed up correctly and HIPAA compliant. axcient.com/trial-signup