

	PepperPointe Information Technology Application Stack	
	Department Responsible: PepperPointe IT	
	Effective Date: January 1, 2024	Next Review Date: January 1, 2025

### **HappyFox Helpdesk:**

*Purpose:* HappyFox Helpdesk is a customer support ticketing system that helps PepperPointe IT manage and track our practice inquiries and support tickets.

*Security:* HappyFox Helpdesk contributes to HIPAA compliance by including features such as ticket encryption, access controls, and audit logs. It allows PepperPointe IT to securely handle customer support inquiries and maintain a record of communication while ensuring that sensitive patient information remains protected.

Further details of HappyFox data security can be found here: [Data Security | HappyFox Help Desk](#)

### **NinjaOne:**

*Purpose:* NinjaOne is an IT monitoring and management platform that helps the PepperPointe IT team monitor the performance and security of our practice's infrastructure.

*Security:* NinjaOne aids PepperPointe IT in ensuring HIPAA compliance by offering network monitoring, vulnerability management, and endpoint protection capabilities. It helps PepperPointe IT detect and respond to security threats promptly, ensuring the confidentiality, integrity, and availability of patient data as required by HIPAA regulations.

Further details of NinjaOne data security can be found here: [HIPAA Compliant Remote Access, Backup Software: NinjaOne](#)

### **MimeCast:**

*Purpose:* MimeCast is an email security and archiving platform that provides protection against email-borne threats, such as phishing, malware, and data leaks.

*Security:* MimeCast plays a crucial role in HIPAA compliance by providing email encryption, data loss prevention (DLP), and advanced threat protection features. It helps PepperPointe secure their email communications, prevent unauthorized access to patient information, and maintain compliance with HIPAA's security and privacy requirements.

Further details of MimeCast data security can be found here: [HIPAA Requirements For Email | Mimecast](#)

### **1Password:**

*Purpose:* 1Password is a password management solution that supports PepperPointe IT team to securely store and manage passwords, logins, and sensitive information.

*Security:* 1Password contributes to enforcing strong password policies, securely share credentials among authorized users, and maintain a centralized repository of login information with robust encryption and access controls. By securely managing passwords and access credentials, 1Password helps prevent unauthorized access to sensitive systems and applications containing patient information, thereby enhancing overall security and compliance efforts.

Further details of 1Password data security can be found here: [About HIPAA and 1Password](#)

### **SentinelOne:**

*Purpose:* SentinelOne is the endpoint security platform used by PepperPointe IT providing advanced threat detection, prevention, and response capabilities.

*Security:* SentinelOne enhances HIPAA compliance by protecting endpoints (such as desktops, laptops, and servers) from malware, ransomware, and other cyber threats. By continuously monitoring and analyzing endpoint activities, SentinelOne helps PepperPointe IT detect and mitigate security incidents promptly, ensuring the security and confidentiality of patient data as required by HIPAA regulations. Additionally, SentinelOne's threat intelligence and automated response features enable proactive threat hunting and response, helping PepperPointe IT stay ahead of evolving cybersecurity threats.

Further details of SentinelOne security can be found here: [SentinelOne-HIPAA-PCI-Whitepaper.pdf](#)

### **Acronis:**

*Purpose:* Acronis is a data protection and disaster recovery solution that provides backup, recovery, and secure file sync.

*Security:* Acronis contributes to HIPAA compliance by offering data backup and recovery features that help PepperPointe IT protect against data loss, corruption, or unauthorized access. By regularly backing up sensitive data and ensuring its integrity and availability, Acronis helps PepperPointe IT meet HIPAA's requirements for data backup, disaster recovery, and data protection. PepperPointe IT currently utilizes Acronis only for our Microsoft 365 suite data.

Further details of Acronis security can be found here: [Acronis | Whitepaper](#)

### **Progress - MOVEit:**

*Purpose:* MOVEit is a secure managed file transfer (MFT) solution that enables PepperPointe IT and our practices to securely exchange large sensitive data externally.

*Security:* MOVEit helps achieve HIPAA compliance by facilitating the secure transfer of patient information, medical records, and other sensitive data between healthcare providers and third-party entities. It provides encryption, authentication, and access controls to ensure the confidentiality and integrity of data during transit, helping practices comply with HIPAA's requirements for secure data transmission and protection.

Additionally, MOVEit offers audit trails and reporting capabilities to track file transfers and demonstrate compliance with HIPAA regulations.

Further details of MOVEit security can be found here: [HIPAA-Compliant File Transfer Solutions - Progress MOVEit](#)

**Microsoft:**

*Purpose:* Microsoft offers a suite of productivity and collaboration tools, including Office 365, Azure, and Windows Server, which are being used by PepperPointe and their supported practices.

*Security:* Microsoft's products and services can support HIPAA compliance through features such as data encryption, access controls, audit logging, and compliance certifications (such as HIPAA Business Associate Agreement). Healthcare organizations can leverage Microsoft's cloud services for securely storing, processing, and sharing patient information while meeting HIPAA's security and privacy standards.

By integrating these programs into their technology stack, healthcare organizations can enhance their HIPAA compliance efforts and ensure the secure handling of patient information across various aspects of their operations, including customer support, IT management, email communications, and productivity tools.

Further details of Microsoft data security can be found here: [HIPAA Compliance Microsoft Office 365 and Microsoft Teams-UPDATE FINAL](#)