



# Managed Services for Healthcare

## Your Trusted Managed Service Provider (MSP)

The Healthcare industry is facing more challenges than ever, such as the need to grow and improve patient services, the continuous search for qualified staff, the need for a reliable technology infrastructure for critical patient record access records and scheduling, and overcoming these challenges while managing costs and remaining compliant with regulatory demands.

SWK is a national Managed Service Provider (MSP) supporting clients' IT network and infrastructures with both on-site and remote cloud support. SWK has specialized IT expertise and experience in the healthcare industry to ensure network viability and compliance to protect critical and confidential patient data, so you can focus on providing exceptional patient care.

## SWK's Healthcare Services

### Healthcare-Specific IT Support

- 24x7 Helpdesk Support: Immediate response to IT issues critical for patient care.
- On-Site Support: For hardware issues or large-scale IT interventions.
- Staff Training: Educating healthcare providers and staff on IT systems and security.

### Compliance and Security

- HIPAA Compliance: Ensuring all systems and processes adhere to health data privacy laws.
- Data Encryption: Protecting sensitive patient information in transit and at rest.
- Vulnerability Assessments: Regular security audits and penetration testing.
- Endpoint Protection: Antivirus, anti-malware, and device management.
- Disaster Recovery: Business continuity planning to protect against ransomware or system outages.

### Network Management

- High Availability and Redundancy: To ensure uninterrupted connectivity for critical applications.
- Wi-Fi Optimization: Reliable, secure wireless networks for staff and medical devices.
- Segmentation: Isolating critical systems from general traffic for security.

### Data Backup and Disaster Recovery

- Automated Backups: Frequent, secure backups of patient data and system configurations.
- Disaster Recovery Plans: Ensuring minimal downtime and rapid restoration in emergencies.

### IT Infrastructure Management

- Patch Management: Keeping software and systems up to date.
- Asset Tracking: Monitoring all IT assets for efficiency and compliance.

### Performance Monitoring and Reporting

- Real-Time Monitoring: Proactively addressing potential issues.
- Analytics Dashboards: Insights into system performance and compliance.
- Monthly Reporting: Regular summaries of IT health and improvements.

### Scalability and Customization

- Tailored Solutions: Meeting the unique needs of smaller facilities.
- Growth Planning: Supporting expansions or changes in services.

## Key Benefits of Working with SWK

- **Streamlined Operations:** Simplify and solidify your IT infrastructure and improve staff productivity.
- **Enhanced Security:** Protect patient information with robust cybersecurity and compliance services and solutions.
- **Cost-Effective Solutions:** Maximize your IT investments with scalable and efficient systems.
- **Expert Guidance:** Leverage insights from seasoned professionals who understand healthcare-technology challenges.
- **Staffing Options:** Get more options for how you recruit and manage technical staff and resources.

## Why Choose SWK?

Don't rely on an MSP that has a rigid approach to managing your IT network and infrastructure. SWK is aware that the healthcare industry is unique and faces challenges beyond those of other industries. SWK caters its support and solution to the healthcare sector while under the umbrella of industry best practices to ensure Quality of Service and consistency within a competitive pricing model.

1. **Comprehensive Expertise** -- end-to-end IT management, strategic planning, and support tailored to your unique challenges.
2. **Healthcare-Focused Solutions** -- We specialize in serving healthcare providers, ensuring compliance with HIPAA regulations, safeguarding sensitive patient data, and optimizing workflows with state-of-the-art technology.
3. **24x7 Managed IT Services** -- Downtime isn't an option in healthcare. Our proactive monitoring, quick-response support, and dedicated IT management ensure your systems stay secure and operational around the clock.

