

Specialist Pharmacy

HIPAA compliant private cloud hosting
helps a specialist pharmacy thrive



Customer overview

Ten years ago, several pharmacists recognized the urgent need for innovations in the specialty pharmacy arena. Their mission was simple: seamlessly and quickly deliver life-sustaining medicine and drugs to patients who need them.

With patients of rare illnesses depending on them for medication, it was essential for this specialist pharmacy to move to secure and affordable HIPAA compliant hosting with exceptional support. Liquid Web offered exactly that at a much better cost and with far greater support than any of its competitors.

Patients are the number one focus at this specialist pharmacy. “Many of the drugs we dispense can’t be found at local pharmacies,” says its Director of IT Innovation.

Initially, the company operated from a website with no option for patient information to be submitted online. Instead, patients were sent forms by mail and had to sign and return them, a process that could take weeks.

“We knew we wanted to expand, give patients the convenience of filling out forms online, and be able to request refills online,” they say. “To do this, we needed a HIPAA compliant solution. We needed something better.”



INDUSTRY

Retail pharmacy / healthcare

PRODUCTS

VMware private cloud HIPAA compliant hosting, Secure Server Plus, Acronis Cyber Backups, hardware firewall, DDoS protection, vulnerability scanning

PAIN POINTS

With a non-HIPAA compliant hosting service, this specialist pharmacy was unable to use web forms to fill prescriptions. Handling refills via mail was time-consuming and tedious, generating long wait times for patients.

Highly performant, secure, and compliant infrastructure

Because of their patient-first mission, the specialist pharmacy needed a hosting partner they could trust. When selecting a new web host, they prioritized:

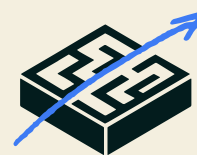
Affordable HIPAA compliant hosting

Would allow them to use online forms for electronic private health information for quicker medication fills and better patient outcomes



Additional security add-ons

Such as DDoS (Distributed-Denial-of-Service) protection to keep patient information secure and systems online



Outstanding, dependable support

Should address issues quickly and help with configuration and vulnerability issues



“Nexcess was by far the least expensive of the HIPAA compliant hosting companies I researched, which was our initial attraction,” says the Director of IT Innovation.

“It turned out that, although Nexcess had the least expensive price of the hosting companies we considered, they have the most knowledgeable team of support members we’ve ever used.”



“Having worked with half a dozen hosting companies, including HostGator and GoDaddy, we felt that the support, response, and professionalism from Nexcess was above them all.”

Director of IT Innovation



Results that matter

Better, faster patient care

By using our HIPAA compliant dedicated servers and VMware private cloud, the specialist pharmacy enabled patients to submit forms online, reducing processing time from weeks to just hours.



“Thanks to Nexcess, we can engage with the patients more quickly and get them their medicine more quickly,” says the Director of IT Innovation. “It has helped the health of these patients, getting them the drugs they need, sometimes up to three weeks more quickly than we were able to in the past.”

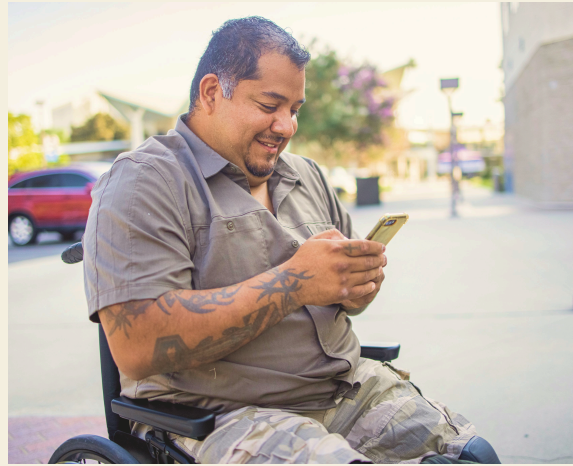
Internal efficiency

By partnering with Nexcess to improve patient convenience, the specialist pharmacy also increased operational efficiency, saving hundreds of hours each year through its online refill process. This time savings has allowed the team to focus more fully on serving patients.



Convenience for patients who need it most

Partnering with Nexcess to ensure security and HIPAA compliance, this specialist pharmacy was also able to implement web-based rapid refills. This addition received 99% positive reviews from patients and is responsible for hundreds of refills a month.



“Having built-in automation on the backend with assistance from Nexcess, and knowing we have the robust security Nexcess provides, we’re able to create convenient and efficient offerings that benefit our patients,” says the Director of IT Innovation. “There is so much more we can do for our patients with HIPAA compliance and security measures in place.”

Nexcess impact

The specialist pharmacy cites the Nexcess support team as one of the partnership's greatest strengths. Because the organization handles sensitive medical information, working with a provider known for compliance, security, and reliability gives the team confidence and peace of mind.

“Any time we call Nexcess with a question—and we probably call a few times a week—there is always someone knowledgeable to answer our question,” says the Director of IT Innovation. “Our web team has been extremely impressed by Nexcess' level of support.”

A patient-focused partnership

For this mission-critical organization, having a trusted hosting partner was essential. The partnership has strengthened efficiency, improved security, reduced costs, and delivered significant time savings, ultimately supporting better patient outcomes.



“We consider Nexcess a true partner. It would be really difficult to do what we do without them. We try to be as innovative as possible, and Nexcess has been a wonderful partner in our mission to get patients what they need.”

About Nexcess

Nexcess powers content, commerce, and growth for small and midsize businesses, and the designers, developers, and digital agencies that support them. A leader in managed hosting and cloud services, Nexcess is known for high-performance products and responsive, expert support.

Serving more than 30,000 customers across 150 countries, Nexcess owns and operates its core data centers and offers solutions ranging from bare metal servers to fully managed WordPress and WooCommerce hosting. The company has earned some of the highest customer loyalty in the industry and has been named to Inc. Magazine's Inc. 5,000 list for 11 years.

