



Large Healthcare Provider Improves Efficiency with TPS®/NFM

CASE STUDY

Major healthcare provider with nearly 100 hospitals and 100 emergency care centers improved efficiency with TPS® Systems' easy-to-use automated file transfer platform. Scalability and on-going support of new regulatory requirements and features requested by the provider allow the organization to rapidly grow, provide quality services, and protect patients' privacy.

CHALLENGE

The client began searching for a MFT solution to meet their complex needs and to satisfy the rigid requirements of HIPAA and SOX regulations.

They needed to schedule the transfer of certain data sets multiple times per hour with little to none human intervention. Optimization of bandwidth and the speed of transfers were important requirements due to the large volume of data. The client needed an easy-to-use, easy-to-train product with tools for help desk-type employees, as well as the ability to compartmentalize their users' access to the system based on various levels of authority.

SOLUTION

After testing multiple products, it was determined that TPS®/NFM best met the requirements stated above. Plans were created and scheduled, which were designed to:

- Transfer multiple files every 15 minutes from each regional site. The volume of transfers prompted us to add the file synchronization and automatic retry features to NFM.
- Transfer report files from the NFM Server to each of the over 40 regional sites every 30 minutes. Each report goes to two File Servers at each site. The first is used for online viewing with the ability to print. The second server captures the reports which are then processed by another product.
- 500 clients were installed for the initial setup.

RESULTS

After analyzing the business processes of our client and supporting the evolving regulatory requirements, TPS® added three new features to the product:

The **file synchronization** feature is able to detect when a file has been updated and only transfer the changed parts of the file. This greatly reduces the amount of data being transferred, eliminates redundancy, and increases processing speed by an order of magnitude.

The **automatic retry** feature allows processing to continue in the event that a single system had trouble completing a transfer due to network, system, or other issues. The failures are tracked, and the failed parts of the plan are automatically retried. If the problem is unrecoverable, an alert is sent to the NFM administrator.

At-rest encryption of files allows any and all data files to be encrypted and compressed at all times while stored on an NFM-enabled computer.

These features were added to the product in a timely manner and supplied to the client for no additional cost. When NFM was purchased, 500 clients were installed. That number has almost doubled in the ensuing years. NFM is a highly scalable system with many years in production at fast-growing enterprises.

BENEFITS

- Centralized control with easy remote installation makes NFM a scalable solution that can adapt to growing and changing environments
- Reduce operational cost through increased efficiencies gained with the automation and performance enhancement features
- TPS® Systems' ability to quickly adapt to new regulations allows customers to meet all compliance requirements and protects both the provider and their clients.