

## Compass Network Group

*Customer Success Story for Dental MSP*

### TESTIMONIAL



*“When hurricane Sandy hit we saw how the internet outages affected our client base and understood that we needed a backup option that was centrally monitored, but also not dependent upon the internet for data backup and restore. NovaBACKUP is fast and easy to use and the central monitoring is a real benefit when you are responsible for as many clients as we are.”*

**Mark Pontius,**  
CEO,  
Compass Network Group

#### BOOK A DEMO

Visit [novabackup.com/partners](http://novabackup.com/partners) to schedule a call with an MSP Account Manager.

#### CONTACT US

NovaBACKUP Team  
Tel.: +1 805-579-6700  
Fax.: +1 805-579-6710  
[msp@novabackup.com](mailto:msp@novabackup.com)



### Compass Network Group: Achieving HIPAA Compliance for Dental Practices

In partnership with NovaBACKUP Corporation, over 400 dental practices and offices nationwide depend on NovaBACKUP for MSPs with Central Monitoring and Management to protect their patients' critical data.

### CHALLENGES

- Maintaining HIPAA Regulation Compliance.
- Implementing backups with encryption, and monitoring backups of dental data while on the go.
- Securing patient health care information (PHI) with sufficient protection.

**Central Monitoring makes it easy remotely,  
check the status of customer backup jobs.**

### Meeting privacy regulations and keeping patient information confidential

Dental offices have become increasingly aware of what losing data could cost them. Practices that don't back up properly run the risk of serious consequences, in terms of patient privacy and violation enforcement. Backing up, restoring and safeguarding patient health care information, like radiography images, has become an expected IT service. As practices seek outside backup assistance, dentistry-specific IT companies like Compass require efficient solutions backed by reliable technical support engineers.

### WHY NOVABACKUP

- Mobile-friendly Central Monitoring and Management Console: Able to monitor backup jobs, and create alerts and reports on the fly.
- Convenient license model is billed based on the number of activations. Low monthly cost to customers is wrapped into existing services.
- Data Encryption: Required for HIPAA regulations in medical and dental verticals.

## CASE STUDY

### *Mytec Services transitions to MSP program*

## WHY NOVABACKUP CORPORATION?

- **Local Support:** Assistance with creative problem solving for unique environments.
- **Personal Account Management:** Excellent communication has created an easy purchasing process and assurance that our feedback is heard.
- **Cost effective:** At price point that is budget friendly for Small Businesses.
- **MSP model:** Helps to create exponential growth over time.

## AT A GLANCE

- Types of Storage Needed for Dental Practice: NAS, HDD and Off-site.
- Typical Reasons for Data Loss: Drive Failure, and User Error.



## REMOTE BACKUPS AND PERSONALIZED MANAGEMENT KEEP CUSTOMERS SMILING

At a budget-friendly price point, with highly personalized account management, Compass and NovaBACKUP Corporation let dentists stay focused on their practices without having to worry about patient data loss. NovaBACKUP and Compass' disaster recovery and data backup solutions restore, encrypt and manage data. Client backup jobs are monitored remotely for additional security in case of natural disasters. Compass offers multiple data security packages reflecting the growing concerns of an industry that's held accountable to rigid privacy regulations.

## THE SOLUTION

NovaBACKUP for MSPs allows Compass Network Group to use their NovaBACKUP master key to install whenever and wherever they wish. Numerous customer installations are conveniently monitored through a browser-based user interface, optimized for mobile devices. The most important stats for immediate backup status are accessible via the NovaBACKUP Central Management tool which lets them define customer groups and assign the rights to manage them. By assuming the responsibility of securing data and monitoring backups for clients, Compass Network takes this burden off busy dental offices, so they can focus on what they do best - dentistry, while providing the peace of mind that critical patient healthcare data is securely protected, and HIPAA compliance is maintained.

### About NovaBACKUP

**NovaBACKUP Corporation** specializes in offering local and cloud backup and disaster recovery with unmatched support.

For more than a decade, we have been committed to providing all-inclusive and powerful HIPAA, FERPA and GLBA compliant data protection to thousands of MSPs and professional offices around the globe.

[www.novabackup.com](http://www.novabackup.com)