



## STATE-OF-THE-ART TECH BUILDING BLOCKS

### TECH PRACTICES AND INFRASTRUCTURE:

- ▶ Software-defined networks
  - Rapid deployments and scalability
  - High-availability systems
- ▶ Virtual servers and workstations
  - Standardization and portability
- ▶ FISMA-NIST/HIPAA/PCI aligned policies

### FINANCIAL STRENGTH AND STABILITY:

- ▶ Nearly 40-year-old parent company (TG); \$14B portfolio under management
- ▶ 200,000-square-foot, company-owned facility

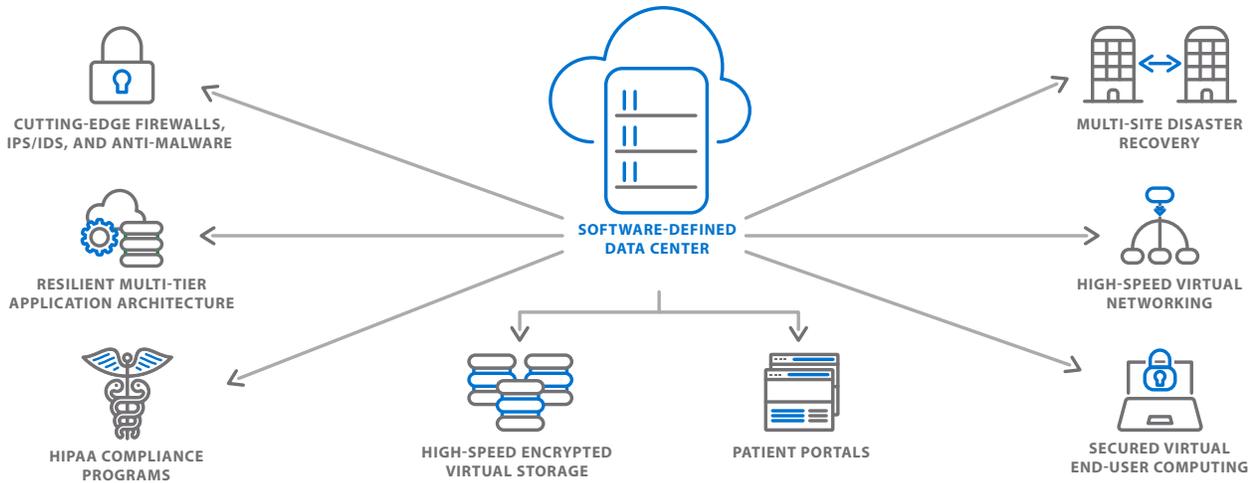
### Keeping Your Data Secure

Business continuity and data security are ongoing issues in every industry. With growing technology and compliance requirements, the healthcare industry is no different:

- Cyber security legislation has been introduced in at least 28 states over the last several years!
- Regulators require that companies scrutinize vendor data security practices closer than ever to preserve consumer privacy.
- Third parties are a major source of breaches of regulated data: 73 percent of companies do not have a complete inventory of all third parties that handle employee and customer personal data?

Partner technology capabilities play a key role in a strong HRCM outsourcing partnership, and healthcare partners need the assurance that third-party vendors place equally high importance on continuity and security.

Waypoint has invested in state-of-the-art hardware and software and adopted industry best practices to enhance performance and provide peace of mind.



## Waypoint: IT Infrastructure for Compliance, Continuity

Waypoint created a solid infrastructure designed to meet our clients' security and business continuity demands.

### GOVERNMENT-GRADE SECURITY, COMPLIANCE

Our government-grade data security compliance includes a role-based access management framework based on voluntary compliance with the NIST Special Publication 800-53—a standard specified under the Federal Information Security Management Act (FISMA).

Our comprehensive enterprise security program also combines security operations (SIEM, DLP, IPS/IDS, vulnerability management, and web proxy services), security and risk analysis, incident response, and identity/access management services.

### ARCHITECTED FOR PERFORMANCE

Underlying our enterprise-grade security is a storage area network with 210 TB of installed capacity and up to a petabyte (1,000 TB)

of available growth capacity, a tape library of 12 T1000A encryption-enabled drives, and several backup options.

Our telephony infrastructure offers both on-premises and hosted telephony systems, depending upon client regulatory requirements and scalability needs.

### BUSINESS CONTINUITY, PEACE OF MIND

Waypoint's business continuity plan is regularly reviewed to ensure ongoing alignment with industry best practices including hot site recovery services, colocation services, and incident management protocols.

Our state-of-the-art data and contact center ensures we have the tools to offer a high level of customer service while remaining in compliance with data security regulations, including those mandated by HIPAA and information technology best practices.

## Using Technology to Enhance Business Performance

Waypoint leverages nearly 40 years of soft-skilled consumer engagement experience through our affiliate companies to strengthen the relationship between our healthcare clients and their patients. We provide a strategic business service that boosts our clients' revenue and cash flow while safeguarding their brand. We are located just outside Austin, Texas. Come visit us and let us show you how Waypoint delivers the right talent, technology, and solutions for your revenue cycle management needs.

**CONNECT WITH  
WAYPOINT**

info@waypoint.com | Phone: (888) 648-6606 | www.waypoint.com

<sup>1</sup> National Council of State Legislatures

<sup>2</sup> Risk Management: IT Vendor Management & Outsourcing, October 2015

**ABOUT WAYPOINT:** Waypoint Resource Group is a 100% US-based company and a member of the TG family of companies. Waypoint provides multi-channel receivables management solutions to businesses in a variety of industries including healthcare. TG has nearly 40 years of successful experience in receivables management as a federal loan guarantor. Waypoint draws from this experience and heritage to deliver results that improve revenue flow and recovery as well as safeguard patient relationships.

©2017 Waypoint Resource Group  
1703-61629