

Healthcare Solutions



Industry-leading collaboration, communications, and managed IT solutions for healthcare. We've got your back.

TPx has 2500+ healthcare customers and offers PCI DSS and HIPAA-compliant solutions

In healthcare, digital health records and telehealth have shaken up the ways in which providers and caregivers interact with one another by requiring secure data transmission and video communication as two examples. Secure communication is paramount to patient safety, health outcomes and workforce engagement.

TPx is your one-stop shop for communications, networking, and managed IT solutions for healthcare providers of all sizes. With 2500+ healthcare customers, TPx has extensive

experience in the healthcare industry and provides PCI DSS and HIPAA-compliant solutions.

Cloud Unified Communications

TPx's unified communications service, UCx with Cisco Webex, is a suite of applications that enables healthcare organizations to unify their communications on a single, secure platform in the cloud. It consists of enterprise VoIP, mobile apps, IM, chat, video conferencing, cloud fax, call center app, healthcare CRM integrations, reporting and a management portal.

UCx with Cisco
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With MSx Managed WAN, use virtual desktop infrastructure to easily access EMRs at the point of care.

VoIP Calling Securely place and receive calls on your computer, desk phone, mobile phone, or tablet using your business line identity.

Webex Video Calling Instantly start HD video calls and multi-point video conferences using your webcam, desk phone, mobile phone, or tablet.

Instant Messaging Chat and share files with anyone in your company and move a chat to voice or video with a single click. Send SMS text messages to any mobile number, and receive SMS text messages on your UCx number.

Mobility Access your UCx service anywhere with our fully featured apps for iPhone, iPad, and Android phones and tablets.

Virtual Fax Receive faxes as PDFs in your email with our HIPAA-compliant inbound and outbound faxing in the cloud.

Call Center Work more efficiently by centralizing inbound requests across office locations for appointment setting, nurse hotlines, Rx refills and more.

CRM Integration Integrate seamlessly with third-party CRM applications and services to help streamline your business processes.

Auto Attendants Greet the caller with a friendly message that their call will be answered. Calls can be directed to specific office locations for appointments or provide a recording with important messages.

Call Recording Monitor and review conversations between patients and staff to prove compliance or to train and coach new receptionists, nurses and practice managers.

Call Reporting Gain insight into call traffic, routing and patient care including peak call times and call info for patient issues.

Managed SD-WAN

Yesterday's networks are not built to support the growing demands of modern healthcare organizations. The advancements in medicine, including the increase in regulations to protect patients and doctors, and the digitization of the entire process requires a scalable, secure, uninterrupted and bandwidth-flexible IT network.

TPx's award-winning managed SD-WAN solutions empower healthcare providers to leverage existing infrastructure and multiple transport services (e.g. broadband internet, 5G, etc.) to support the current and future demands of its network. Our solutions provide continuous connectivity and seamlessly connect users securely and economically to applications and each other across the entire network — from the cloud to datacenters to branch clinics or offices.

Reliable quality of service for telemedicine Don't worry about dropped calls or jitter-heavy connection when delivering over-the-phone care for assessment and diagnosis. MSx Managed WAN ensures high quality of service (QoS).

Use any connection type Leverage low-cost and easily accessible connections, including MPLS, LTE, Wi-Fi and satellite, as well as broadband Internet, at headquarters or remote offices.

Work from Home private segmentation Staff working remotely can leverage segmentation to separate work-related network traffic from any home Internet activity.

Leverage existing infrastructure to support future demands on your network with MSx Managed WAN.



Central management and control Centralize monitoring, visibility and cloud control to enable branch deployment across distributed locations while controlling automatic business policy and firmware updates, configurable rules, prioritization of applications, link performance, and capacity measurements in a single portal.

Remote branch office, clinic, and pharmacy compliance

Enable your branches, clinics and connected pharmacies to adhere to the same HIPAA requirement as primary care offices using our reliable and secure network connection.

Pre- or post-treatment payment compliance Comply with PCI DSS for electronic payments from patients using a payment device or ATM securely connected to MSx Managed WAN.

Managed Firewall

Healthcare is moving to a more distributed model that connects hospitals with clinics, physician practices, labs, home health and urgent care centers. As a result, it's imperative that nurses, doctors, clinicians and caregivers have seamless, secure access to patient data no matter where they are or what device they use. With so many potential points of compromise and the value of EMR and clinical data, firewalls need to work overtime to prevent unauthorized access by hackers and cybercriminals.

TPx's MSx Managed Firewall solution provides a 24/7/365 state-of-the-art security service, including managed Unified Threat Management (UTM) for best-in-class line of defense against internet-based threats. Working from two Security Operations Centers, the TPx team of highly trained security professionals will configure, deploy and manage your next generation firewall (NGFW).

Managed Detection and Response MDR augments existing firewall controls with dedicated security analysts who combine context, deep security understanding and expertise with today's advanced technology to make data actionable. Once the cyber threat is detected, our team orchestrates a rapid, coordinated, and effective response.

Based from two Security Operations Centers, the TPx team of highly trained security professionals will configure, deploy, monitor and manage your next generation firewall (NGFW).

Network segmentation Set firewall controls according to need, enabling only authorized access to network and personal health information (PHI) in compliance with HIPAA regulations.

Encrypted connectivity VPNs Enable remote access to applications with sophisticated site-to-site encryption to create a secure tunnel that no one can see through, safeguarding your data and internet activity and giving you peace of mind. With remote network access becoming more common with telecommuting and wearables, coordinating virtual private networks (VPNs) with the firewall is an important step. Remote access makes the network more vulnerable but tightening security too much can block valuable data from getting through or cause problems with operations, problems for users, and ultimately negate the convenience of remote access.

Two-factor authentication Add two-factor authentication to VPN access for another layer of security. Two-factor authentication helps protect credentials from being stolen and weak passwords being exploited by asking for an additional passcode.

Managed Firewall provides 24/7/365 state-of-the-art security service that is configured, deployed, monitored and managed by the TPx team.



Malicious, unauthorized activities on endpoints can lead to unwanted data exposure and theft, compromise of data integrity, and a back door to launch additional attacks.

MSx Managed Endpoints service provides comprehensive, effective endpoint management and security to properly secure and support your endpoint systems.



Data reporting and compliance Configure your firewall to properly log and track all PHI data on your computer systems that interact with patient information in compliance with HIPAA regulations. Logs must include regular activity that might be dangerous or could potentially expose PHI and violate HIPAA or cause a security breach of any kind.

TPx configured and monitored Rest assured that TPx is configuring and monitoring your firewall for real-time responses to malicious activity based on threat intelligence as well as the ability to control traffic on the local network. TPx performs a comprehensive security review to understand your network and security needs as well as your existing system topology.

Managed Endpoints

For healthcare organizations, digital security is more important than ever, thanks to evolving cyberattacks and ever-more connected devices. Malicious, unauthorized activities on endpoints can lead to unwanted data exposure and theft, compromise of data integrity, and a back door to launch additional attacks. For many healthcare organizations, it's a major challenge to maintain the advanced technologies, skilled expertise and dedicated focus required to properly secure and support these critical systems.

TPx's Managed Endpoints service provides comprehensive, effective endpoint security that protects against advanced cyberattacks, enforces consistent policy, reduces the cost of operations, and improves productivity.

Proactive patch maintenance and reporting Ensuring that important user devices and servers are kept up-to-date with all recommended security and operational patches is a key part of any endpoint security strategy. With TPx, you know this critical task is being done efficiently and effectively to keep your systems secure.

24x7 monitoring and alerting Get real-time alerts on system-down events as well as key hardware and software issues that affect the health and performance of your servers and workstations. By using sophisticated Remote Monitoring and Management (RMM) software, we'll proactively identify potential issues before they impact your business.

Remote troubleshooting and repair Fast access to skilled resources can help your organization reduce lost productivity caused by hardware and software failures. TPx experts are available 24x7 to quickly and efficiently respond to system alerts or user requests to keep you up and running.

Advanced security tools Using leading tools such as Next Gen Antivirus (NGAV), Proactive Endpoint Detection and Response (EDR) software, and DNS protection, TPx delivers advanced and automated security that protects you in ways traditional security measures alone cannot.

Managed Detection and Response Quick action is the key to minimizing the impact of a cyberattack. That's why TPx's team of highly skilled security analysts proactively identifies and investigates security events to quickly prevent their execution or stop them from spreading.



Your data is backed up both on site and in a secure cloud location, and the service is fully managed with all necessary hardware, software and support. Our solutions allow you to reduce risk and enforce strong security for HIPAA compliance.

Security awareness and anti-phishing Changing user behaviors can significantly improve your security. That's why TPx offers Security Awareness Training that can help users identify security risks and teach them how to avoid cyberattacks like phishing.

Investment protection Keep your systems secure, healthy, and performing optimally to extend the useful life for that equipment and protect your capital investment.

Reduced support costs Leverage our certified and expert resources reduce your support costs. Our team is consistently trained to keep up with the changing technology landscape to efficiently resolve issues and handle multiple issues at once, so you're not forced to juggle staffing/budget with service levels.

Managed Backups

Information is the lifeblood of healthcare. As the volume of health data increases exponentially, the need to protect medical records against loss or corruption becomes even more critical. When it comes to data loss, it's not a question of if, it's a question of when. Data loss can happen for a variety of different reasons: human error, system failure, natural disasters and security threats.

TPx's MSx Managed Backups service provides you with best-in-class protection for your critical systems and data. It delivers fully featured total data protection in one integrated package. Your data

is backed up both on-site and in a secure cloud location, and the service is fully managed with all necessary hardware, software and support. Our solutions allow you to reduce risk and enforce strong security for HIPAA compliance.

End-to-end encryption Ensure all data is protected by AES-256 encryption both in transit and in the cloud. Users have the option to encrypt data locally, and passphrases can be specified per appliance or per protected machine.

Advanced screenshot verification Get visual proof that your data has been successfully backed up. After backups are completed, the appliances can be scheduled to boot backups as virtual machines right on the local device. Once they boot, we capture an image of the login page and ensure your critical applications boot as well.

Additional ransomware protection Ensure that your data is not held for ransom. We scan each backup for ransomware, and if detected, alert the systems administrator to identify the last clean backup to restore and avoid paying any ransom.

Discovery Comply with eDiscovery request with the ability to search keywords within backup data, emails, and attachments and review data in an easy-to-read format. Powered by the industry-leading Kroll Ontrack software, our eDiscovery service is compatible with dozens of file formats and systems, including Microsoft Exchange, SharePoint and SQL.

MSx Managed Backups service provides you with best-in-class protection for your critical systems and data.

Take advantage of physically redundant fiber optic network paths from multiple network carriers terminating at our datacenters, which guarantee a minimum of 99.999% network availability.



Keep your company's data safe, available and HIPAA compliant with our SSAE 18 Managed Datacenters.



Fast failback Quickly return to normal operations following a physical server failure with Fast Failback. Simply provide a new server for failback, create a Bare Metal Restore bootable USB and boot the new server. Updates to the failover virtual machine (VM) are automatically applied to the USB image over the network, so that when you are ready, failback is a few clicks and a few minutes away.

Backup insights Identify file and application changes between any two backup points, recovering files and applications directly from the interface with almost no information about when they were lost or even where on the machine they resided. Because all backups are fully constructed, in a matter of seconds you can simultaneously mount points and see all files broken down with an easy-to-read file tree.

Managed Datacenters

The healthcare industry is dealing with increased pressure to reduce costs, improve security and reliability of patient information and create systems that deliver better efficiency. The cost of developing these systems, and managing them on-site, is prohibitive for many healthcare organizations. MSx Managed Datacenters keep your company's data safe and available and HIPAA compliant by taking advantage of the reliability, security and power redundancy that have been engineered into TPx's fault-tolerant, high-availability SSAE 18 datacenter infrastructure.

SSAE 18 accountability Get peace of mind using our secure datacenters, which are independently audited annually to comply with SSAE 18 standards, assuring customer systems and data are protected. TPx's SSAE 18 datacenter designation means our controls, organization structure, administrative processes, environmental security, system backups and systems meet the standard.

Facility redundancy Protect your network availability according to leading-industry standards. TPx's datacenters are protected with multiple layers of redundancy delivering a high-performance tier that ensures all critical infrastructure — power access, cooling, and data paths — is redundant, operating in parallel and protected configuration.

Save on infrastructure Get scalable bandwidth and redundant connectivity at an affordable price point by using our carrier-grade facilities instead of expensive, low-capacity, third-party local-loop access.

Maximum uptime Keep your business-critical applications accessible. Take advantage of physically redundant fiber-optic network paths from multiple network carriers terminating at our datacenters, which guarantee a minimum of 99.999% network availability.

Remote assistance Count on TPx's Remote Hands service for access to a highly skilled technician who will call you, walk over to your equipment and perform on-site tasks as needed.