

CASE STUDY

**HIPAA Compliance for
SaaS Healthcare Solution**

softserve

Client Background

Our client provides and operates a healthcare supply chain management SaaS platform.

Business Challenge

Our client sought to obtain a specific industry certification (HIPAA/HITRUST) to become **compliant** with regulatory requirements, **expand** its service portfolio, and ultimately **grow business** by attracting more customers.

Our client needed to:

- Ensure that sensitive healthcare-related data was protected according to industry standard requirements—in production and development
- Establish security guidelines for the cloud and development activities to maintain continuous compliance

Value Delivered

- Industry certification, on time
- Secured cloud infrastructure
- Full set of required policies, guides, and internal standards for HIPAA compliance
- Solution architecture changes to ensure ongoing compliance

Project Description

- Limited timeframe
- Compliance assessment
- Tech security control design & implementation
- Required document creation
- Security architecture and toolset design
- Daily security automation
- External audit support & consultations



ABOUT US

SoftServe is a digital authority that advises and provides at the cutting-edge of technology. We reveal, transform, accelerate, and optimize the way enterprises and software companies do business. With expertise across healthcare, retail, energy, financial services, and more, we implement end-to-end solutions to deliver the innovation, quality, and speed that our clients' users expect.

SoftServe delivers open innovation, from generating compelling new ideas, to developing and implementing transformational products and services.

Our work and client experience is built on a foundation of empathetic, human-focused experience design that ensures continuity from concept to release.

We empower enterprises and software companies to (re)identify differentiation, accelerate solution development, and vigorously compete in today's digital economy. No matter where you are in your journey.

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