

# Harland Technology Services and MatrixCare's Customer Spotlight: Cokato Charitable Trust

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## Cokato Charitable Trust's IT Challenge

Cokato Charitable Trust (Cokato Manor) provides skilled nursing care for older adults in their Cokato, Minnesota facilities. They are committed to delivering physical, occupational, and speech therapy in a caring environment.

Cokato Manor uses MatrixCare's hosted solution. Approximately 75 staff members access the solution from multiple locations. Cokato Manor has seen their IT requirements change significantly over the past several years. With HIPAA compliance being a major driver in protecting patient information, they needed an IT company with experience working through HIPAA security requirements. They also needed to continue to further advance their security knowledge to address critical issues such as pro-active network attention and security.

## Harland Technology Services Steps In

Cokato Manor's first step toward proactive IT management and security was to select Harland Technology Services to provide ongoing network systems maintenance, monitoring and administrative services and onsite hardware repair. As a first step, HTS deployed monitoring software on all of Cokato Manor's systems. HTS' thorough review of their network included:

- Antivirus status, such as license information and virus definition dates
- Operating systems and security update status
- Network and firewall review for security and functionality
- Backup procedures including Disaster Recovery media and backups
- System error log review
- Network mapping and information about basic system functionality

*"HTS and their local support technician have been incredibly helpful and responsive. They are remarkable." Jim Broich*

The review discovered current and potential network security issues that could put Cokato Manor at risk with extended downtime and security breaches. HTS technical staff addressed the issues and developed a strategy to ensure continual system access and avoid data breaches. For example, HTS is proactively reducing downtime by addressing many hardware failures and virus/malware issues.

Cokato Manor staff can now access reporting to help manage their users. Combined with HTS' regularly scheduled network reviews, they can focus on patient care and running their business. Through HTS' IT best-practice approach, Cokato Manor now operates with confidence that their IT and security systems maintain patient confidentiality under HIPAA without interrupting their crucial patient care.

*For information about how Harland Technology Services can help you, please contact Jon Pierson at 800.228.3628 or [jon.pierson@harlandts.com](mailto:jon.pierson@harlandts.com)*

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