Systems Engineering
Get Ahead of IT

Seacoast Mental Health, Inc.

About Seacoast Mental Health, Inc.

Founded in 1963 to address the mental health care needs of the New Hampshire Seacoast, Seacoast Mental Health Center (SMHC) is one of ten state-designated community mental health centers (CMHCs) in New Hampshire. As a CMHC, SMHC is mandated to provide evaluation to children, adolescents and families, the elderly, and the severely and persistently mentally ill regardless of their ability to pay.

Challenges

As a healthcare organization with a limited Information Technology (IT) budget, and a small IT staff, Seacoast Mental Health's Chief Information Officer, Chris Drew, was experiencing some IT challenges. Chris wanted to ensure that SMHC was staying current with the latest technologies while also keeping his network secure.

With two facilities in Portsmouth and Exeter, New Hampshire and with 150 end-users, it was important for SMHC to ensure their network was reliable while also enhancing the centers' information technology security. Stringent HIPAA requirements continue to challenge organizations from a compliance perspective and with a small IT staff, it becomes even more the case.

Chris had two objectives he wanted to accomplish with an IT partner: 1) he wanted his internal team to be focused more strategically, and 2) he needed his network to work seamlessly and without interruption.

"Staying up to date with technology and all of its changes is a challenge," said Chris, "I needed an organization that I could trust when needed."

SE Solutions

Chris heard about Systems Engineering (SE) because he is a member of the Board of Director's for another community healthcare group. "The unsolicited reference was very valuable," mentioned Chris, "it told me that SE's reputation preceded them and that it was a company I wanted to work with."

When Chris began speaking with a SE representative, the one concern he had was whether or not he could afford the solutions his organization was required to have to meet HIPAA compliance. For that

reason, he put the services out to bid to see how SE would compete with others within the region. SE worked with its strategic partners to ensure SMHC would be able to capitalize on non-profit discounting as well as any other partner programs, thus allowing him to opt for the solutions his organization deemed necessary and affordable.

"Their pricing was competitive when sent out to bid. It's the little, but important things that build trust in a partner relationship. SE supplies the expertise and knowledge that we don't have as a small shop," explained Chris.

Results

Chris officially began working with SE to prioritize the goals he needed to accomplish: a streamlined, available, and secure network. With confidential patient information at stake in a world where cyber-attacks occur daily, it was imperative to have a layered approach to network security. As such, Chris opted for:

- SE Monitoring which administers server patching as well as network device monitoring;
- SE EventWatch®, a Security Incident and Event Management (SIEM) solution which assists with HIPAA compliance;
- And SE Critical Care which covers the cost of hardware parts or replacements.
- In addition to those solutions, Chris opted to migrate to Microsoft Office 365 to simplify email administration and costs while providing all end users with email access anywhere and from any device.

"It's great to have the monitoring and patching done seamlessly. I used to have a resource who would do just that, but now he's able to concentrate on more strategic initiatives. It's a peace of mind knowing that the right patches are taking place when they should take place," stated Chris.

When speaking about the various projects with which Chris has engaged SE, he said, "With SE, I get continuity even if switching from one person to another. No matter who I work with, everything is on time, on budget, and the service is above and beyond. What I appreciate most about the relationship is that it's a partnership; it's not just SE telling me what I need to buy from them."

As a result of the relationship with SE, Chris and his IT team have been able to focus on long-term strategy while leaving the daily IT issues of the past, in the past.