

InfoCert

MAIN CERTIFICATION
AUTHORITY IN ITALY

Value of Trusted Cloud for e-Health

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Agenda

- InfoCert at a glance
- An implementation of Trusted Cloud Digital Archiving:
Azienda ULSS 8
- From cloud to trusted cloud

Our Company at a glance



InfoCert offers quality services and solutions for **digital certification** and electronic **information management**

- 1** Main **Certification Authority** in Italy in the Digit PA public list
- 2** Leader in **Registered E-Mail**
- 3** Certified **player for document management** with legal standards
- 4** Qualified **partner for business process reengineering**

InfoCert implements and supplies **products and services** to help its customers to handle documents with paperless approach with full legal value

Our vision for e-health

Step 3: Remote customer relation

Perception
Internal: **good**, many affected areas
Users: **excellent**, have established a new relation channel with the organization and use mainly or exclusively web tools

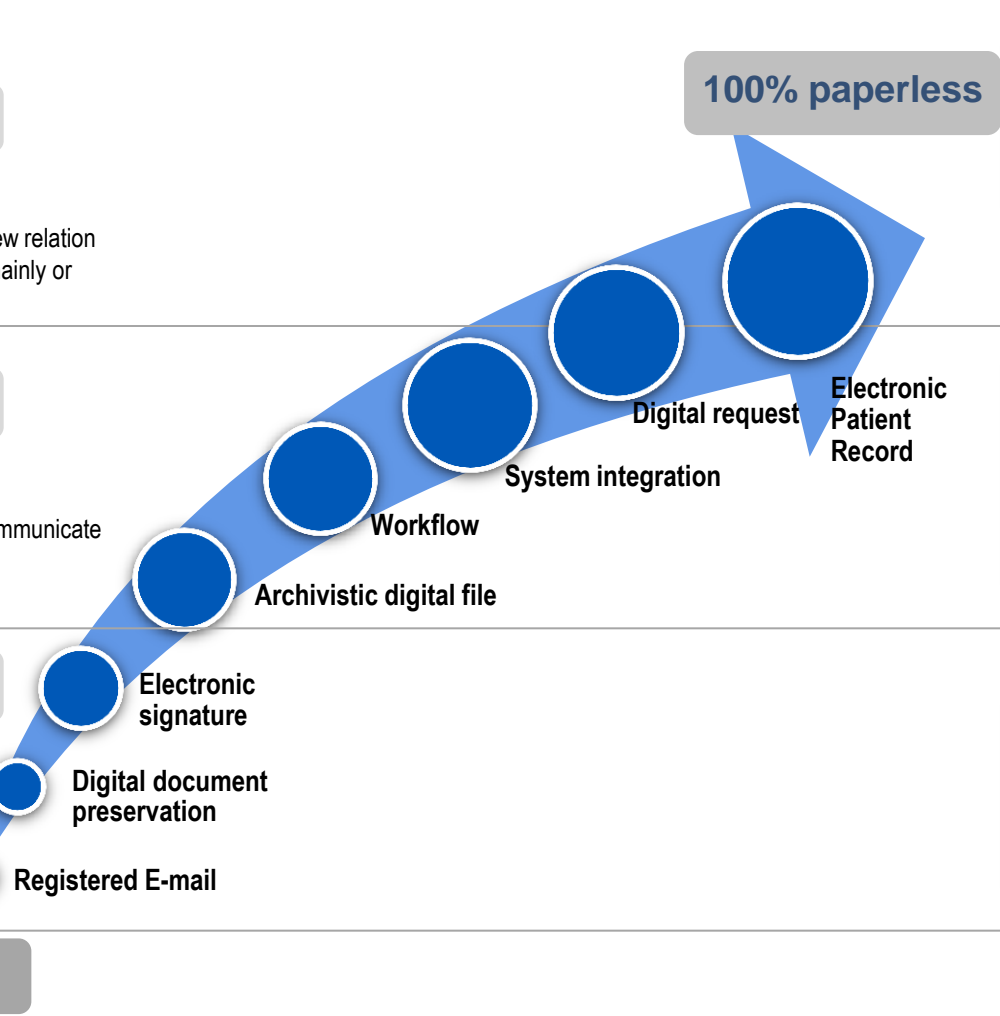
Step 2: Process automation

Perception
Internal : **good**, many areas involved
Users : **good**, they find new ways to communicate with the organization and perceived responsiveness

Step 1: Single tool implementation

Perception
Internal : **low**, only from the few areas more involved
Users : **very low**, they can begin to communicate by PEC and submitting digital documents.

100% paper...



Electronic Medical Record: provides a common factor digital tools and process innovation introduced in the previous phases
Digital request: external portal availability of document classes with automatic process activation

Archiving: advanced use of archive information sets the foundation for electronic health dossier
Workflow: processes becomes completely digital, with cost reduction and less waste of time
System Integration: vertical system integration disengages from physical support

REGISTERED E_MAIL: trusted communication with users and healthcare agencies
SIGNATURE: paperless reports with full legal value
LONG TERM ARCHIVING: document electronic archiving on trusted cloud repository

Back - End efficiency

Front - End efficiency

Users

Employees



The project in Azienda ULSS 8

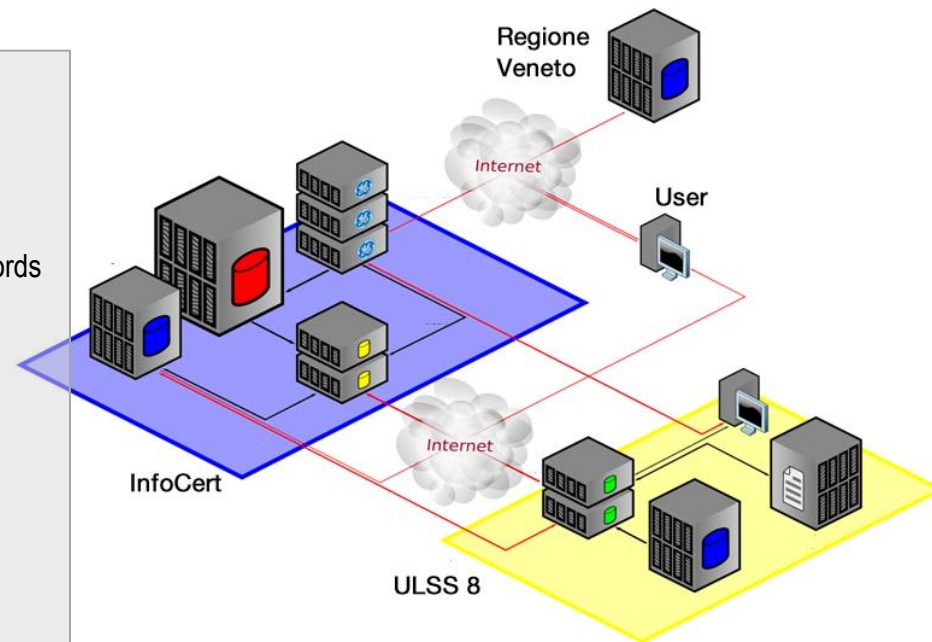
Targets:

- 1 Consolidation of **document assets** (clinical, diagnostic, administrative...)
- 2 Management of **digital signatures** (preservation of legal validity)
- 3 Archival for full **legal validity** and **long-term preservation**

















The solution:

A digital document preservation in cloud with

- **9 connectors to clinical systems**
- 1 connector to PACS; reconciliation between studies and records
- 2 connectors to administrative systems
- flow Monitoring console
- local/Remote Archive browsing facilities
- statistics
- archived data might offer "disaster recovery" service
- XDS operations supported on remote site



ULSS8 Asolo: main benefits

	BEFORE Traditional on-site services	AFTER CLOUD Trusted services
■ redundant, secure, resilient services		
■ delegated adherence to norms and standards		
■ delegation of liability		
■ best-of-breed approach		
■ control		
■ flexibility, customizability		
■ scalability		
■ cost saving		

HealthCare and Trusted Cloud

HealthCare has strong need for **trusted services**:

- 1 Check of documents, possibly including digital signature
- 2 Consolidation (time stamping)
- 3 Archival for full legal validity and long-term preservation
- 4 Identity management for proper document access

Trusted Cloud = Cloud infrastructure + Trusted services

Trusted services imply:

- 1 standards and law compliance
- 2 quality certification
- 3 accreditation (whenever needed)
- 4 *Security & Trust culture*

What are the Trusted Cloud's distinctive benefits?

1. Service level agreement (SLA)

- Mapping of SLA guaranteed to our customers, in relation to the **internal operational guaranteed service levels** and **contractual levels guaranteed by our suppliers**

2. Protection Level Agreement (PLA)

- **Quality** and **security** is an InfoCert **strategic asset**, to appear as an affordable and authoritative player of **"trusted"** products and services

PLA is distinctive for providers of "Trusted Cloud Services"

Trusted Cloud and Protection Level Agreement

“CLOUD” issues:

SLA

- service availability
- accessibility by users

“TRUSTED CLOUD” issues:

PLA

- Privacy policy
- integrity
- confidentiality
- + compliance with legal standards

How do we guarantee the Protection Level Agreement?

- **technical measures**
 - document's time stamping in real time
 - Adherence to standards
 - readability of the document guaranteed by legal long-term archiving
 - Secured premises 24hx365
- **organizational measures**
 - access control to data
 - event's traceability
 - regular audits
 - ISO27001 and ISO20000 procedures
 - Investment on Human Capital

Integrity and compliance, main values for InfoCert

- **Main numbers:**
 - 140 **employees** with extensive security culture
 - Share Capital: **25 millions Euros**
 - Sales results 2011: **30,2 millions Euros** (+45% vs 2010)
 - **450+ millions** documents signed and archived in premises
- **ISO certifications** as a formal assumption of company's commitment on data and information management
- **compliance** on quality processes
- **integrity, reliability, openness** and **transparency**

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