How IceWarp Became the Perfect Business Tool Solution for the Big Sandy Medical Center

Big Sandy Medical Center

Based in Montana, USA

Critical Access Hospital & Long-Term Care Facility

100 users

Hosted Business Solution & Cloud Storage

The Big Sandy Medical Center (BSMC) provides much-needed healthcare services to the close-knit, rural **community of Big Sandy, Montana**. Located next to the wild and rustic Bears Paw Mountains, the medical center is the only institute in the region offering **reliable and affordable health-related resources** to the town's **600+ inhabitants**.

IceWarp

" The number one goal at Big Sandy Medical Center is to bring the best healthcare possible to this community.

We're the only source of medical assistance for many of the elderly and at-risk locals, and we see it as our personal duty to care for them as best we can. "
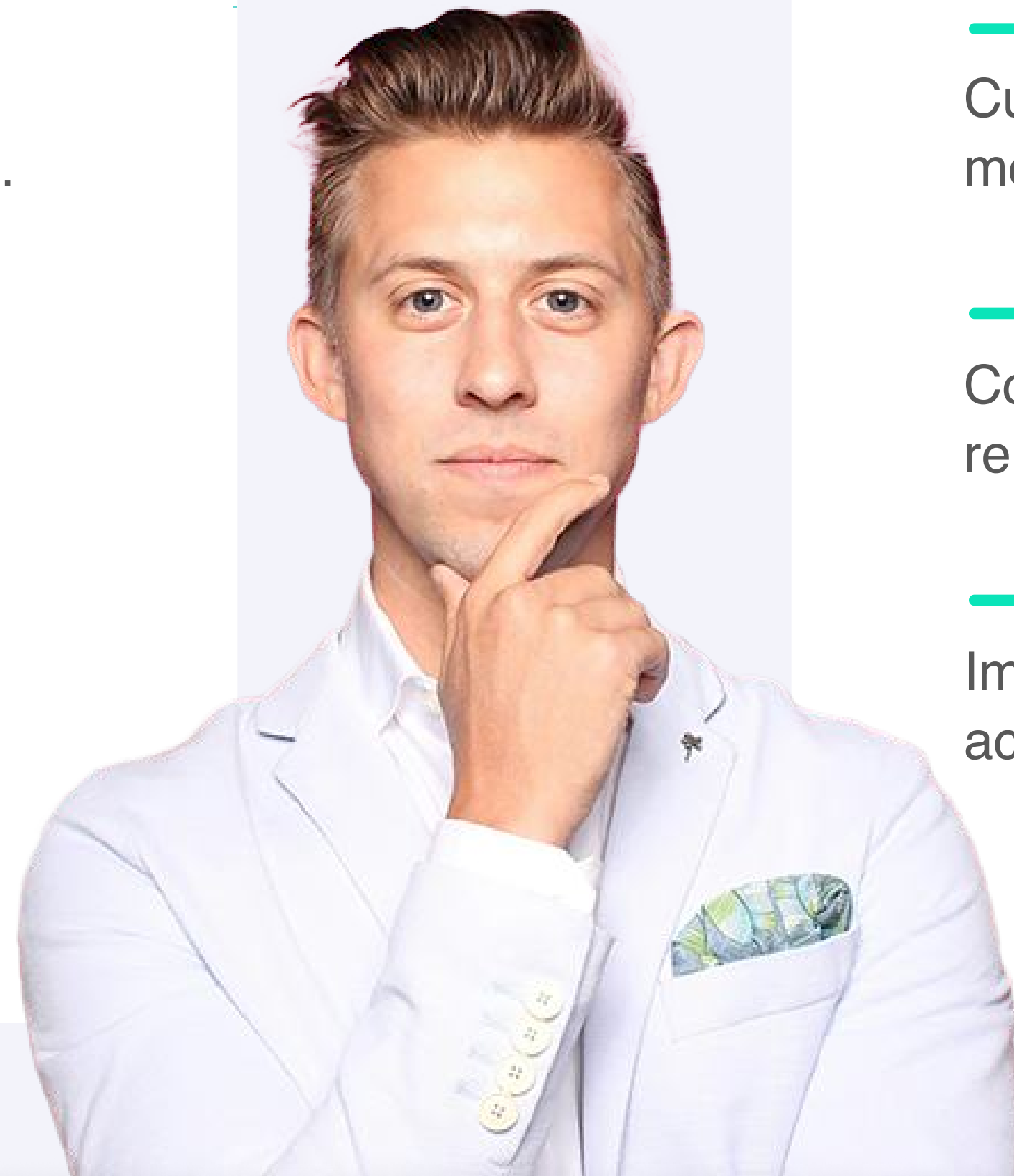
Big Sandy
Medical Center

STUART CONNER
DIRECTOR OF INFORMATION SYSTEMS AT BSMC

IceWarp

Key Challenges

Finding a better emailing solution with full functionality to replace its previous service.

Securing more business tools and data security without paying exorbitant prices.

Upholding mandatory HIPAA regulations and data storage standards for hundreds of patients.

Advantages

Custom business tool solution based on the model "only pay for what you actually need".

Collaboration tools and the option to work remotely, all from a single web browser.

Improved communication and data security across the center's 3 separate branches.

IceWarp

Discovering an alternative to M365

Initially, BSMC suffered from a poor email service with severely limited functionality. But that only gave way to another problem: paying steep additional costs for Microsoft 365, Google G Suite, etc.

"Our email inboxes were filling up fast, and we had no access to other tools. However, services like M365 would see us spending well over our budget for functions we wouldn't use. That's what made IceWarp so attractive: all the tools we need (better business emailing, TeamChat, joint calendars, File Sharing, etc.) without being forced to pay for the ones we don't," recalls Stuart, describing the company's initial switch to IceWarp.

However, avoiding complicated software licensing and overpaying were only two of BSMC's obstacles. It also needed a business tool solution that offered a level of data security compliant with daunting US regulations, namely HIPAA.

When asked about information security, Stuart had the following to say: **"During the evaluation and deployment process, IceWarp provided me with information on how it manages Data Security and Privacy as well as a detailed plan on how it would work with BSMC to achieve HIPAA Compliance. With the center's sensitive files and documents stored in the IceWarp Cloud Storage, I feel they are safe."**

IceWarp

Dependable business tools

All the tools it actually needs, without paying for those it doesn't.

Data Security and Privacy

IceWarp's ultra-safe and secure Cloud Storage protects every patient's sensitive medical records.

Improved business emailing

No more issues caused by limited emailing and file storage + the connected IceWarp Dashboard.

HIPAA Compliance

Bound by US medical regulations, IceWarp allows BSMC to operate safely and never worry about federal audits.

An affordable solution

By avoiding mega-corporations like Microsoft and Google, BSMC records cost savings every month.

User-friendly tools and WebUI

The BSMC staff required zero special training, instead finding the IceWarp Dashboard and tools both familiar and easy to use.

Benefits for BSMC

IceWarp

" I plan to continue using this service both personally and professionally. IceWarp is my first choice. "

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