



## News Release

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### **Startel Achieves HIPAA Compliance of On-Premise and Cloud-based Contact Center Solutions**

*Startel meets HIPAA privacy and security requirements to protect patient information*

**Irvine, CA – March 11, 2014** – [Startel Corporation](#), a leading provider of [unified business communications](#) for contact centers, today announced its successful completion of a third-party evaluation of compliance with the Health Insurance Portability and Accountability Act (HIPAA) Security Rule. By adhering to the latest HIPAA requirements, Startel is able to offer its customers the highest level of security and reliability as deemed by third-party auditors.

Startel undertook an in-depth review of its policies and procedures to ensure compliance with the administrative, physical, and technical requirements of HIPAA's Privacy and Security Rules. The company also engaged Coalfire Systems, a leading independent IT security audit firm, to complete the assessment. Coalfire's findings and compliance reports distinguish Startel's applications, including its [On-Premise](#) and [Cloud-based](#) solutions, as being in alignment with key regulatory standards and government requirements, including:

- The Health Insurance Portability and Accountability Act of 1996
- The Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009
- The Final Omnibus Rule of January 2013

"We are ecstatic to have achieved HIPAA validation," said Bill Lane, president and CEO of Startel. "While the process was lengthy and rigorous, HIPAA security and compliance is a top priority for Startel. Our compliance with HIPAA ensures that hospitals, clinics, medical answering services and other healthcare environments can use Startel solutions to securely transmit, store and process protected health information."

"Under the HIPAA Omnibus Rule, business associates are now directly liable for

HIPAA compliance, and must comply with HIPAA's security rules and certain provisions of the privacy rule," said Andrew Hicks, healthcare practice director of Coalfire Systems. "Startel has taken a compliance leadership position by demonstrating a sound security program with controls designed to achieve full compliance with HIPAA and HITECH."

Startel will sign Business Associate Agreements with customers who require HIPAA compliance. Organizations interested in using [Startel's HIPAA-compliant solutions](#) should contact [sales@startel.com](mailto:sales@startel.com).

### **About Coalfire**

Coalfire is a leading, independent information technology Governance, Risk and Compliance (IT GRC) firm that provides IT audit, risk assessment and compliance management solutions. Founded in 2001, Coalfire has offices in Atlanta, Boston, Dallas, Denver, Los Angeles, New York, San Francisco, Seattle, Washington D.C. and Manchester, UK. Coalfire's solutions are adapted to requirements under emerging data privacy legislation, the PCI DSS, GLBA, FFIEC, HIPAA/HITECH, HITRUST, NERC CIP, Sarbanes-Oxley, FISMA and FedRAMP. For more information, visit [www.coalfire.com](http://www.coalfire.com).

### **About Startel Corporation**

Startel is a leading provider of unified communications, business process automation, and performance management solutions and services. Since its founding in 1980, Startel has established a loyal customer base from a variety of industries, including contact centers, education, government, healthcare, insurance, telephone answering service and utilities. Startel leverages its unique solutions and industry knowledge and experience to empower organizations to improve agent productivity, reduce operating costs and increase revenues. For more information, contact Rachel Sauerbrey at 949.863.8776 or visit [www.startel.com](http://www.startel.com).