

# Case Study: Allied Customer Solutions (ACSI)

Finding Stronger Compliance  
Through Trusted Partnership



## Organization Overview

Allied Customer Solutions (ACSI) provides healthcare support services that require strict adherence to the HIPAA standards. As the organization grew, leadership recognized the need for a structured, reliable approach to conducting Security Risk Analyses (SRAs) and managing HIPAA compliance.

## Challenge

When a new compliance consultant joined ACSI, it was found that no third-party partner had been engaged to perform a HIPAA Security Risk Analysis (SRA). Internal processes for logging, documenting, and tracking compliance activities were limited, and existing policies lacked the necessary language to meet standards.

## Objectives

- A thorough and timely SRA.
- Standardized logs and trackers to replace piecemeal processes.
- Updated, compliant security policies.
- A reliable partner who could provide responsive guidance and support.

## Solutions Implemented

After looking into multiple potential compliance partners, ACSI selected Medcurity for its ability to provide a comprehensive solution within the required timeframe. Medcurity's platform delivered the necessary structure, tools, and documentation to quickly align ACSI with the HIPAA requirements:

- **Templates and Logs:** Provided structured tools to establish compliance processes from the ground up.
- **Policy Development:** Supplied updated, compliant HIPAA policies with appropriate terminology and verbiage.
- **Security Risk Analysis:** Set the foundation for ongoing HIPAA compliance efforts by conducting a complete SRA.
- **Responsive Support:** Ensured ACSI's team could access expert guidance through phone, email, and text, often with responses within 24 hours.

According to the Healthcare Compliance Director at ACSI, the partnership has delivered measurable benefits:

*"Medcurity guided us every step of the way with a professional team that is knowledgeable in system security and HIPAA compliance. Having reliable expertise to lean on has been a significant advantage for our organization."*

**- Naseem Dastgerdi, MSHI**

## Conclusion

ACSI transformed its HIPAA compliance approach with the support of Medcurity's software and services. By combining structured tools, professional guidance, and responsive support, Medcurity enabled ACSI to strengthen its compliance program and achieve greater organizational readiness.