Twin Lakes Community Engages Progressive Computer Systems To Assist With IT Management

Progressive Computer Systems serves as the designated IT services provider for Twin Lakes Community.

Twin Lakes
COMMUNITY

Twin Lakes Community understands the importance of providing exceptional care for older adults in your Continuing Care Retirement Community. We have partnered with Progressive Computer Systems as an outsourced IT services company to achieve exceptional IT support.

With Progressive Computer Systems' expertise, Twin Lakes Community can finally rest easy knowing that their organization's IT systems and data are safe from various threats, such as cyberattacks and data breaches. Organizations immediately benefit from a competitive advantage by working with a third-party IT provider. Progressive Computer Systems' broad spectrum of expertise within the CCRC vertical industry and up-to-date knowledge make it easier to meet the unique technological needs of the Twin Lakes Community while also meeting strict security and compliance measures.

Key Takeaways

- Progressive Computer Systems offers secure and efficient outsourced IT services for the Twin Lakes Community.
- The partnership with Progressive Computer Systems provides a competitive advantage for the organization.
- Security and compliance measures, employee training, and long-term partnership trust contribute to the overall success of the relationship.

Meet Twin Lakes Community

Twin Lakes Community accommodates around 800 residents on our extensive 218-acre campus.

To ensure a high level of security and compliance, they collaborate with Progressive Computer Systems. This partnership with Progressive Computer Systems has allowed Twin Lakes Community to handle potential threats professionally, whether a malicious cyber-attack or data breach. In addition, some of the valuable services they provide include:

- **Annual Security External Vulnerability Scans:** These scans are part of Twin Lakes Community HIPAA compliance.
- **HIPAA Risk Assessments:** Performed annually to check their level of compliance.
- **Dark Web Notifications:** To stay informed of possible threats.
- **Phishing Campaigns:** To test and improve employees' ability to recognize phishing attempts.
- **Remedial and Annual Training:** Ensure employees are up-to-date and knowledgeable regarding security and compliance.
- **Cybersecurity Threat-hunting Tools:** Providing tools to help quarantine potentially infected systems to contain the threat.
- **Assistance with Policies and Procedures:** Ensuring our team documents, follows and attests to the proper Privacy and Security Policies/Procedures.

Progressive Computer Systems has proven to be a reliable partner, assisting Twin Lakes Community seven days per week and providing after-hours support when needed. Thanks to our broad spectrum of expertise, Twin Lakes Community gains a competitive advantage in maintaining a secure and efficient IT system. This longstanding partnership with them assures us that they have made the right decision in entrusting PCS with their compliance and security requirements.

Partnership with Progressive Computer Systems

Twin Lakes Community relies on its partnership with Progressive Computer Systems. This collaboration provides Twin Lakes Community with essential IT infrastructure, security measures, campus Wi-Fi services, construction assistance, subcontractor management, phone support, life cycle management, budgetary assistance, and general education on upcoming technology changes.

By outsourcing IT needs to Progressive, we ensure the community remains secure and compliant with necessary regulations. Having an external IT team, like Progressive Computer Systems, allows Twin Lakes to stay up-to-date with the constantly changing landscape of technology and cybersecurity. This partnership also ensures that the residents' confidential information is properly protected.

Twin Lakes Community is highly satisfied with its partnership with Progressive Computer Systems. Their team is dedicated to supporting our team and residents at Twin Lakes Community, and we look forward to maintaining this fruitful relationship for many years.

How Progressive Computer Systems Offers Exceptional IT Support

Progressive Computer Systems has given Twin Lakes Community peace of mind, knowing that the risk of data breaches, malicious attacks, and technical issues are consistently monitored and managed. Before working with Progressive Computer Systems, we did not feel confident that we were being as proactive as we should be based on information we learned from industry conferences. After working with the Progressive Computer Systems team, we feel confident that we are being proactive regarding HIPAA Compliance, data protection, and cybersecurity. Progressive Computer Systems' wide-ranging expertise provides significant advantages over attempting to handle these challenges internally:

Our long-standing partnership with Progressive Computer Systems is a testament to the management team's trust in their expertise and the excellent service they continue to provide. By outsourcing IT needs, we can focus on the organization's core mission: caring for older adults in our community.

Gaining a Competitive Edge with IT Outsourcing

In Continuing Care Retirement Communities (CCRC), providing exceptional care to older adults is critical. Investing in IT outsourcing allows your organization to gain a competitive advantage that supports expansion and safeguards your systems.

Key Benefits of IT Outsourcing:

- **Comprehensive Compliance:** Relying on a third-party IT provider ensures your systems are up-to-date with relevant regulations such as HIPAA. Annual security external vulnerability scans and risk assessments are conducted on your behalf, giving you peace of mind.
- **Robust Security Measures:** Outsourced IT providers possess the expertise to efficiently counter malicious attacks and data breaches that threaten your organization. This includes implementing Endpoint Detection and Recovery (EDR) threat-hunting tools, a Security Information and Event Management (SIEM) solution, MFA (Multi-factor Authentication) Protection, critical security patches, etc.
- **Accessible Support:** Partnering with a reliable IT service provider ensures you have access to their services seven days a week, including after-hours and weekends. This means issues that may arise are addressed promptly, reducing potential downtime.
- **Continuous Staff Training:** An external IT service provider can offer your employees annual security and HIPAA training, equipping them with the knowledge and skills needed to keep your organization secure and compliant. This includes ongoing Security Awareness Training and HIPAA/Security Newsletters sharing recent security concerns.
- **Broad Expertise:** It's challenging for an internal team to understand every aspect of IT in your organization. Outsourcing to a third-party provider brings diverse skill sets and experiences.

By outsourcing your IT needs, you can rest assured that your organization is well-protected and your focus remains on providing top-quality care to your community's older adults. Confidence in your IT infrastructure and the ability to support your growing organization is vital to success in the competitive CCRC industry.

Empowering Employees through Training and Awareness

Twin Lakes is dedicated to training and raising employees' awareness of IT security and compliance. With the help of Progressive Computer Systems, we have been able to develop and implement a comprehensive training program with the following features:

- **Annual Employee Training:** Ensure employees undergo IT security and compliance training yearly, keeping clients updated with the latest threats and best practices.
- **Phishing Campaigns:** Progressive Computer Systems conducts phishing campaigns to test and assess employees' ability to recognize and counteract phishing attempts, an essential skill in maintaining IT security.
- **Remedial Training:** If any employee faces difficulties or requires additional guidance, remedial training is offered as necessary.
- **HIPAA Compliance Support:** Security measures include annual HIPAA training ensuring compliance with the Health Insurance Portability and Accountability Act.
- **Vulnerability Scans:** Progressive Computer Systems performs vulnerability scans to strengthen IT security further, identifying and addressing potential weak points that need to be addressed or remediated.
- **Dark Web Monitoring:** We receive alerts and notifications about any potential incidents involving our data found on the dark web, enabling quick action when necessary.

With our continual focus on employee training, IT security, and compliance awareness, we invest in our employees' skills and expertise, ensuring they remain well-prepared to contribute to a safe and secure working environment.

Long-Term Partnership Trust

Trusting an external IT company like Progressive Computer Systems with this responsibility has provided significant peace of mind, knowing PCS provides expertise and support that might be difficult to achieve with an internal IT team.

Twin Lakes Community has been fortunate to continue to grow and expand our services. Relying on Progressive Computer Systems has helped to facilitate this growth, especially as we work together to manage large construction projects on campus. Maintaining a strong infrastructure can minimize worries about potential cyber threats and data breaches.

In today's highly competitive environment, it is essential to have a competitive edge. By partnering with Progressive Computer Systems, you benefit from their broad spectrum of expertise that might be lacking in a single in-house IT team. Staying up to date with technology trends and industry standards is vital, and having a third-party provider ensures that you're always at the forefront of technology.

How Progressive Computer Systems Contributes to Retirement and Long-Term Care Facilities Across North Carolina Through Exceptional IT Services

Progressive Computer Systems is dedicated to providing top-notch IT services for retirement communities across North Carolina. Progressive Computer Systems works with many CCRC/Senior Living facilities, which we believe is a major differentiator from other Managed Services Providers. Their expertise and knowledge of our specific vertical industry help us maintain up-to-date systems, follow proper compliance guidelines, and implement the proper safeguards regarding HIPAA compliance and cybersecurity. By partnering with Progressive Computer Systems, you can:

1. Place your trust in an experienced IT provider working with retirement and long-term care facilities and
2. Find an organization that truly cares about building a long-standing partnership together.