dash

ToothFairy – Customer Experience Management (CXM)

ToothFairy LP, is a HealthTech company that provides customer experience management software for dental practices. The company was planning to handle protected health information (PHI) and recognized the need to build and maintain a HIPAA security program and ensure that their team was building compliant solutions.

Challenges

While building a new software offering, ToothFairy was navigating HIPAA compliance and developing a cloud security while trying to build a continue key product development activities.

The company saw the importance of creating a robust security program but had limited bandwidth to develop a program from scratch.

Initially ToothFairy evaluated several solutions but determined that these solutions were administrative and did not provide any controls for their cloud provider, Amazon Web Services (AWS).

"We didn't want to have something on paper. We wanted to create something we could actually follow-through with."

Company

ToothFairy LP

Industry

Healthcare, HealthTech

Highlights

- Quickly built a HIPAA security program in AWS with the help of Dash ComplyOps

- Gained confidence in managing security program

- Reduced compliance overhead

- Acquired in 2022

HIPAA Requirement

The company needed to meet all HIPAA requirements.

Cloud Security Need

The company needed to ensure compliance across their AWS cloud.

Limited Personnel

The company had limited time to manage the compliance process.

Solution

Ultimately, ToothFairy LP decided to utilize [Dash ComplyOps](#) to build and manage their HIPAA security program in AWS. By working with the Dash team, the company was able to create a custom set of HIPAA administrative policies and controls within a few weeks and became much more competent in their security program.

The company continued to utilize Dash continuous compliance monitoring and alerts to manage security safeguards and enforce their security program in AWS.

In 2022, ToothFairy was acquired by [Cloud 9 Software](#). ToothFairy was able to provide current security policies and security validation from Dash during the acquisition process.

> *"Dash ComplyOps helped our team streamline the HIPAA compliance process. Our development team has become more knowledgeable about security and compliance. Dash has been an extra set of eyes and ears helping to keep us secure and compliant."*
>
> *- Trude Henderson, ToothFairy LP*

Benefits Achieved With Dash ComplyOps

✔ **Quickly Met HIPAA Compliance Requirements –** ToothFairy was able to quickly build a HIPAA Security Program with Dash shortening the development curve for policies and controls.

✔ **Gained Confidence In Security Program -** After working with Dash, ToothFairy felt more informed and confident in managing their security program.

✔ **Faster Client Procurement –** The company was able to provide security and compliance information to clients and partners and streamline procurement.

✔ **Reduced Compliance Time Commitments –** The company was able to reduce overall security overhead and was able to focus on product development.