



## News Release

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### Startel Maintains HIPAA Compliance

*Startel successfully completes annual HIPAA audit,  
exceeding previous year's compliance posture*

**Irvine, CA – April 13, 2015** – [Startel Corporation](#), a leading provider of [unified business communications](#) for contact centers and telephone answering services, today announced it successfully completed its second annual security audit and was found compliant with the safeguards and requirements of the Health Insurance Portability Accountability Act (HIPAA). Furthermore, findings show a compliance improvement in the company's overall security posture from the previous year.

Coalfire Systems performed the external audit, which included walkthroughs, detailed control testing and client interviews of Startel's environment, policies and procedures, and [On-Premise](#), [Hosted](#), and [Secure Messaging](#) solutions. Coalfire determined that Startel's design and effectiveness of its control environment was sufficient to maintain the integrity, confidentiality, and availability of electronic protected health information (ePHI). Furthermore, Startel's control environment satisfactorily met HIPAA, HITECH and Omnibus Rule regulations. The assessment report also shows an improvement in Startel's overall compliance posture, which was achieved through addressing gaps and implementing recommendations identified during the previous year's audit. Startel users can rest assured that their solutions continue to securely transmit, store and process protected health information.

"The resources associated with undergoing an annual security audit further demonstrate Startel's commitment to HIPAA security and privacy," said Bill Lane, president and CEO of Startel. "To make a true impact within healthcare, it is a priority for us to follow the right procedures to ensure protection of ePHI through HIPAA compliance. We look forward to continuing to provide our customers and our customers' end users, including doctors, nurses and staff, with solutions that improve efficiency and ensure HIPAA compliance.

"Startel has satisfied the requirements of HIPAA and HITECH through the implementation and maintenance of a comprehensive IT security program," said Andrew Hicks, healthcare practice director of Coalfire Systems. "This achievement validates Startel's commitment to securing the confidentiality, integrity and availability of the ePHI that customers entrust them with.

Startel signs 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).