

StarTel Secure Messaging Solution

Communicate Quickly & Safely with StarTel Secure Messaging Plus



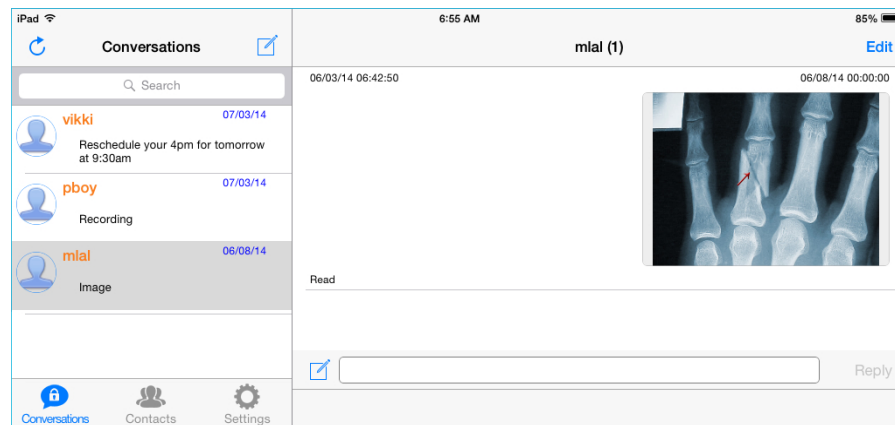
Key Features

- Expiring messages
- Support for voice and image attachments
- Remote wipe capability
- Message status tracking
- Detailed reporting, including device usage
- Full audit trails
- Encrypted messaging
- Password protection
- Sub-company creation and management
- Multiple device support
- Compatible with iOS® and Android®
- Web & app accessible

Key Benefits

- Protect sensitive information
- Transform workflow
- Increase productivity
- Maintain compliance

In today's busy world, text messaging is quickly becoming a preferred communication channel among business and healthcare professionals. It's quick, convenient and less invasive than a phone call. StarTel Secure Messaging Plus (SM+) offers a secure, HIPAA-compliant way to safely exchange sensitive information via text with your peers and office. Our users experience all of the benefits of texting, but in a HIPAA-compliant manner and environment.



Safeguard Your Communications

Users of SM+ cannot forward, copy, save, and/or print messages, preventing ePHI and other sensitive information from being passed on to individuals who should not see it. The expiration feature allows senders to determine when a sent message expires. For instance, messages can expire when marked as read or filed, or in a specified number of days. Messages that do not have a defined expiration will expire within the originating subscriber's default number of days, not to exceed 30 days.

Remain HIPAA-Compliant

Our Secure Messaging solution utilizes transport layer security provided by SSL. In addition, StarTel encrypts all content and attachments on smartphones/tablets using SM+ as well as on the servers, which houses the content prior to expiration. Furthermore, all messages sent through the StarTel CMC are archived and stored in encrypted format until deleted.

Administrative Accounts Allow for Easy Management

Administrators utilizing any standard browser can create accounts, manage subscribers and devices, set login identification credentials, reset passwords, and more – all in real time via a secure HTTPS Website.

"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. Startel has taken a compliance leadership position by demonstrating a sound security program with controls designed to achieve full compliance with HIPAA and HITECH."

Andrew Hicks
Healthcare Practice Director,
Coalfire Systems

Products/Features Benefits

Expiring Messages	Senders have the ability to determine when a sent message expires. Messages can expire when marked as read or filed, or in a specified number of days. Messages that do not have a defined expiration will expire within the originating subscriber's default number of days, not to exceed 30 days.
Supports Voice/Image Attachments	Send and exchange image, voice recordings and audio attachments securely.
Remote Wipe Capability	Protect lost/stolen devices by using the Remote Wipe feature to remotely erase SM+ app data from a device.
Message Status Tracking	Subscribers can track when a message from their device has been sent, viewed, read and filed.
Detailed Reporting	Real-time reports can be run/pulled by your Admin based on duration of time, subscriber use, etc.
Full Audit Trails	When the application is used in conjunction with the Startel CMC, messages are fully tracked and archived.
Sub-company Management	From the SM+ Web Portal, your clients can add, delete and manage users within their group of SM+ users.
Encrypted Messaging	Using encryption technology, messages & attachments are encrypted on servers, devices and in transit.
Password Protection	Expiring passwords, forced lockouts and required password strength help protect your data and account.
Supports Multiple Devices	Can be registered on up to 3 devices, including tablets and smartphones. It can also be accessed via the Web.
Accessibility	Access SM+ at your convenience via the Web Portal or app downloaded to your smartphone and/or tablet.
Compatibility	Currently supports the latest version of iOS® (iPad®, iPhone®, iTouch®) and Android®.
Fully Compliant	Compliant with the latest requirements for HIPAA, HITECH, SOX and GLBA. Securely stores, transmits and downloads ePHI and sensitive information.
Privacy Policy	Startel does not disclose, sell or distribute users' personal information to any third party.

To find out how Startel Secure Messaging Plus can benefit your organization, contact us at sales@startel.com or 800.782.7835.



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About Startel

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.

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