



HelloRache's Security Journey:

Protecting Virtual Healthcare Operations with PureDome

HelloRache leveraged PureDome's VPN solution to safeguard virtual healthcare and sensitive medical information for a team of 5000 Virtual Medical Assistants.

About HelloRache

Founded in 2017, Hello Rache collaborates with doctors and other medical professionals based in the USA. Their virtual medical assistants (VMAs) are designed to improve workflow, save time, and alleviate the burden of in-room documentation. Additionally, VMAs at Hello Rache are proficient in handling back-office and administrative tasks. The overarching goal of Hello Rache is to assist individuals in succeeding in the dynamic field of medical documentation and virtual healthcare assisting.

Challenge

HelloRache encountered various security challenges during its operations. Their primary concern was protecting sensitive medical data while ensuring the seamless delivery of their virtual medical, dental, and veterinary assistant services. Maintaining data security while providing efficient virtual healthcare assistance posed a significant challenge for them.

Key Results

Team expansion from 300 to 5000 members.

177% ↑

The Need: Fortifying Virtual Healthcare Operations and Securing Medical Data

HelloRache sought to secure sensitive medical data and ensure secure, uninterrupted connections for their virtual healthcare services. They explored various advanced VPN services to address their demand for a reliable solution that offered static IPs, global secure connections, and scalability to accommodate growth. They ultimately decided to partner with PureDome owing to its decade of experience in the field. HelloRache was quickly able to visualize how PureDome's capabilities aligned perfectly with their objectives, leading them to adopt the solution and work towards implementation.

1) Secure Remote Access

PureDome's servers in 70 locations ensure secure remote access, facilitating round-the-clock availability of HelloRache's services. This includes efficient provisioning and de-provisioning of accounts for virtual medical assistants (VMAs), which is crucial for managing a dynamic team of over 500 members with high turnover. Moreover, HelloRache can effortlessly grant or revoke access through the admin panel, streamlining the onboarding and offboarding processes and maintaining robust security measures.

2) Secure Data Access with static IPs

PureDome's provision of static IP addresses allows HelloRache's clients to whitelist their devices, granting access to systems seamlessly. This feature enhances operational security and builds trust in HelloRache's services, with dedicated IPs in 30 locations globally. Complementing this, PureDome encrypts data both in transit and at rest to the highest standards, utilizing AES 256-bit encryption. This comprehensive approach ensures HelloRache's sensitive patient data remains secure and protected, further strengthening the reliability and integrity of its services.



Why PureDome?

HelloRache sought a secure and dependable solution that provided static IPs to protect patient data and facilitated a secure connection worldwide. Maintaining constant data security and working securely with customers were top priorities. Additionally, they required fast and reliable connections to ensure uninterrupted operations, 24/7 accessibility, and a scalable solution capable of accommodating future growth, all of which PureDome was more than capable of providing.

3) Scalability to Support Growing Teams

PureDome offers flexible pricing plans for growing teams, providing robust network security without significant infrastructure investment. This allows HelloRache to allocate more resources to core services and client care.

The Implementation Journey

HelloRache independently integrated PureDome's (VPN for Teams) security services, underscoring the user-friendly interface and practical customer support provided by PureDome. They leveraged PureDome's flexible subscription plans to tailor the service to their unique requirements.

Initially, HelloRache opted for an annual subscription catering to **100+ users**, complete with dedicated IPs that assigned each user a unique IP address, ensuring secure and uninterrupted connections. Additionally, they secured a separate annual subscription for a shared network, optimizing resource utilization while upholding stringent security measures. Impressed by heightened security protocols, 24/7 customer support, and user-friendly features, HelloRache expanded its PureDome subscription. HelloRache showcases a substantial user count, with over **4,700** individuals seamlessly integrated into the PureDome platform.

"PureDome sets an example of what customer support should be like. PureDome has great features and an easy-to-navigate portal. It's clear that much thought was put into the UI, which I believe is an often undervalued feature of systems in general."

Nick Powell

Chief Information Officer, HelloRache

Book a demo to learn more, or get started for free today.