Vendor Selection Criteria

For the Healthcare Industry

CCA

CLOUD COMPUTING ASSOCIATION CONFERENCE

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Vendor Selection Criteria

Every industry has unique requirements and challenges to deal with when selecting vendors.

Selecting a vendor for cloud service is no different than selecting any other vendor.

When looking at vendor options, it is important to know both the demands of your industry as well as what you need from the vendor.

Questions to ask

- Industry Challenges

- Impact of Cloud Services

- Concerns about Cloud Services

- Criteria for Selecting a Vendor

Industry Challenges

- Constant increase in storage capacity requirements

- Reliable back-up storage

- Limitations of email attachments (10MB)

- Seamless accessing of stored information from any location

Healthcare Cloud Computing Applications

Clinical Information Systems (CIS)
- Electronic Medical Records (EMR)
- Picture Archiving and Communication System (PACS)
- Radiology Information System (RIS)
- Computerized Physician Order Entry (CPOE)
- Laboratory Information System (LIS)
- Pharmacy Information System (PIS)
- Others

Healthcare Cloud Computing Applications

Non-Clinical Information Systems (NCIS)

- Revenue Cycle Management (RCM)
- Automatic Patient Billing (APB)
- Cost Accounting
- Payroll
- Claims Management

Impact of Cloud Services

- Most cloud services allow backup

- Cloud services allow access from anywhere

- Cloud services allow uploading & sending large files

- Cloud services allow controlled file sharing

Concerns about Cloud Services

- Security

- Control

- Ease of Use

- Ease of Implementation

- Cost

- Storage Space

Criteria for selecting a vendor

- Security

- Control

- Accessibility

- Functions

- Storage Space

- Cost

- Public vs. Private Clouds

Security

- Most cloud services provide security controls and encryption

- Avoid cloud services where files are on an online server

- Review the Terms & Conditions

Control

Permission settings

- Full control over our files

- Control over who accesses files & how they are accessed

- Control over who sees particular files

- Ability to track when files are accessed (time/date stamp)

- A "view-only" option that allows sharing without downloading

- Accessing and modifying files should be separate features

- Ability to retract shared files at will

Accessibility

- Ability to access files from anywhere

- No USB sticks or external NAS devices to carry

- Free iOS and Android cell phone apps

- Ability to stream shared media

Functions

- Permission controls
- Ability to upload large files with no size limitations
- Ability to upload entire folders full of files
- Ability to share large files
- Ability to share entire folders
- Share files without the need for special accounts or passwords

Functions

- Share a file without creating multiple copies
- Share without having to install special software
- Share multiple files without moving them to the same folder
- Streaming capabilities for media audio/video files
- Easy user interface

Storage Space
Is there a limit/can it be expanded?

- A cloud service's storage space limits may seriously restrict how much information an organization can upload into the cloud.

- Private cloud services allow for the storage space to be expanded into unlimited territory.
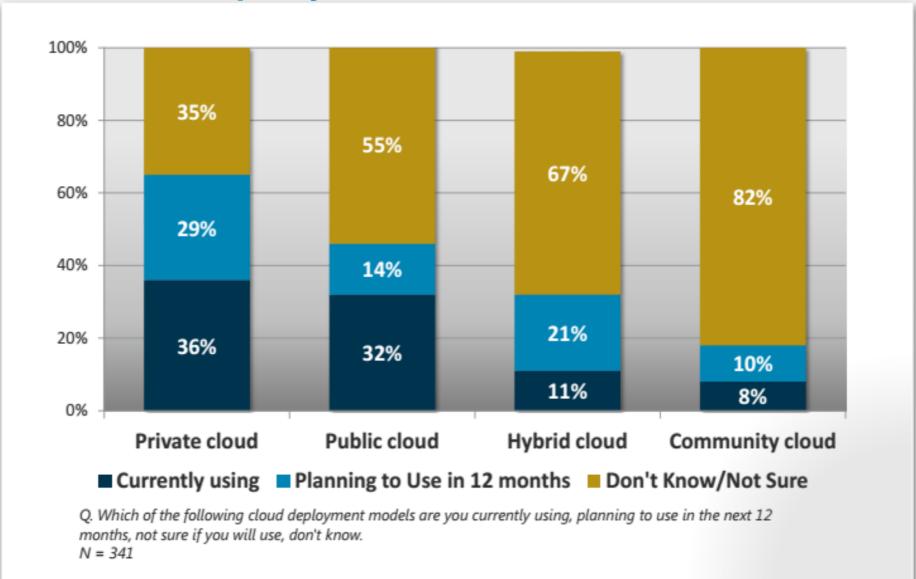
Cost

- **Public Cloud Services:** an annual subscription
- **Private Cloud Services:** one-time charge
- **Annual Subscription:** low start-up cost
- **One-time Charge:** long-term savings

Cloud Deployment: Public vs. Private

Q. Which of the following cloud deployment models are you currently using, planning to use in the next 12 months, not sure if you will use, don't know.
N = 341

Public vs. Private Clouds

	Public Cloud Service	Private Cloud Service
Security	Files on an online server	Files in your possession
Control	Varies by provider	Varies by provider
Accessibility	Anywhere-accessibility	Anywhere-accessibility
Features	Varies by provider	Varies by provider
Storage Space	Most are limited	More unlimited options
Cost	Annual subscription	One-time fee

Some Risks to Consider

- **Public Cloud:** What happens if the company goes bankrupt? Do we lose our files?

- **Private Cloud:** Is the provider offering hardware only, or does it have hardware and software interfaces?

What about CloudLocker?

The criteria that the Healthcare industry should consider are very similar to other industries: security of files, ease of access, control over files, low cost, storage expandable options.

The CloudLocker was designed with many of these criteria in mind.

StoAmigo's CloudLocker: A Personal Cloud Server

- Unlike a peer-to-peer or NAS-type device, CloudLocker operates as a fully functional cloud server.

- CloudLocker allows full remote access, file storage and media streaming across all portable devices.

- As businesses and consumers become more educated in the cloud device marketplace, they continue to seek alternatives that provide ease of use, anywhere-accessibility and expandable storage configurations. CloudLocker delivers all of these with a simple personal cloud server approach.

StoAmigo's Unique Features

Feature	How it works	Benefit
Share your original media with everyone	No need to make multiple copies of the same file just to share it.	Save space on your devices and on your friend's devices.
Permission-based sharing	Assign an access permission (private, view-only or download) for each person you share with.	Share your media without giving it away. Choose how your friends use your shares.
Permissions can be changed anytime	Set user access permissions for any file, even after the share.	You always have control of your media, even after you share it.
Built-in messaging options	Send a personal message with any or every share.	Communicate with your friends about your share without having to utilize a 3rd party service.
Built-in contact management	You have a contact list that shows everything you've shared and what's shared with you.	Manage all your media by the person you've shared with, or by the file. You're in control.
Notification System	All file activities are tracked and logged within our notification system.	Receive a notification when your friend opens your shared file.

Comparison of Features for Cloud Service Providers

Features	Dropbox	Google Drive	iCloud	Box	Sugar Sync	One Drive	StoAmigo
Upload files to cloud	✔	✔	✔	✔	✔	✔	✔
Retrieve files from anywhere	✔	✔	✔	✔	✔	✔	✔
Upload folders to cloud	✔	✔		✔	✔		✔
Share folders with recipients	✔	✔		✔	Only to users of Sugar Sync	✔	✔
Desktop apps	✔	✔	✔	✔	✔	✔	✔
Mobile apps	✔	✔	No Android App	✔	✔	✔	✔
Share with recipients to download	✔	✔		✔	✔	✔	✔
Share with recipients to view-only							✔
Private share with locked-in feature				✔	Only on paid account		✔
Personal streaming	✔	✔		✔			✔
Allowing recipients to stream							
Maximum file size	10 GB on web, unlimited on apps	10 GB	1 GB	250 MB (free) 5 GB (paid)	None	2 GB	None
Ability to rescind sharing at anytime	✔				✔		✔
Ability to email through the program itself (not open up another email program)		✔				✔	✔
Full control of your files							✔
Personal device							✔

Comparison of Network Attached Storage (NAS) Devices

Categories	WD My Cloud	Buffalo Cloudstor	Lacie Cloudbox	Synology DS112j	Pogoplug	Transporter	CloudLocker
Storage space	Up to 4 TB	2 TB	Up to 4 TB	Up to 5 TB	Unlimited	3 TB	264 GB but can expand to unlimited
Dimensions	6.7x5.5x1.9 in	3.4x5x8.1 in	4.6x7.6x1.8 in	6.5x2.8x8.8 in	6.5x2.3x7.8 in	3.9x3.9x2 in	7.5x6x1 in
Weight	2.19 lb	5.1 lb	2.1 lb	1.6 lb	0.5 lb	0.5 lb	1 lb
Desktop app	✔	✔	✔	✔	✔	✔	✔
Mobile app	✔	✔	Only iPhone	✔	✔	✔	✔
USB ports	1	1	0	2	1	1	5
Extra software installation needed?	Yes	Yes	Yes	Yes	No	Yes	No
Share without creating special user accounts or passwords					✔		✔
Share the same file without creating multiple copies					✔		✔
Share without installing special software					✔	✔	✔
Share multiple files without having to move them to the same folder							✔
I receive a notification when users view a share							✔
Users can download from, but not write to my device					✔	✔	✔
Device software is automatically updated							✔
USB Storage Expansion	✔	✔		✔	✔		✔
Processor	650 MHz	1.6 GHz	1 GHz	1 GHz	800 MHz	None	1.86 GHz

Conclusion

- CloudLocker is a hybrid of public cloud and private cloud services.

- CloudLocker combines the best features offered by public clouds with all the safety and security functions of a private cloud device.

- CloudLocker gives us the functionality and flexibility that comes with a cloud, with the security of knowing our files are in a device that's sitting in a safe location.