

The logo for SADA, consisting of the letters 'SADA' in a stylized, white, sans-serif font. The 'S' and 'A's are connected, and the 'D' and 'A' are also connected. The background is a blue-tinted image of a person's face in profile.

2018



GLOBAL  
**Partner  
of the Year**

Google Cloud

# 7 Reasons Why the Healthcare Industry Is Migrating to G Suite

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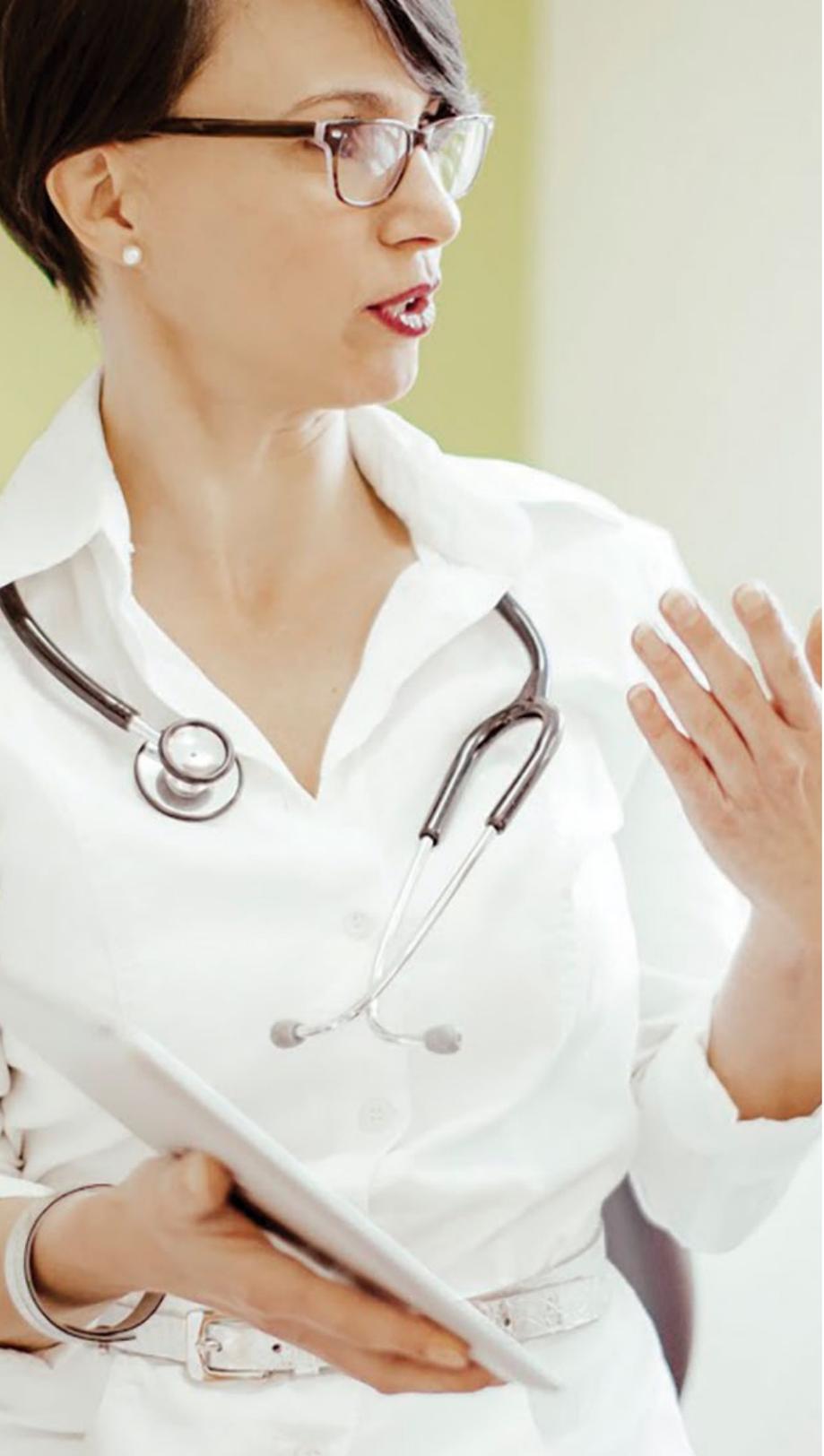
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# SADA



## Introduction

Healthcare organizations resisted migrating to the cloud even as other industries eagerly embraced it. However, in recent years, industry leaders have abandoned the anti-cloud mindset as they have recognized the cybersecurity benefits, cost savings, and mobility capabilities of cloud computing.

Office productivity solutions are the only applications used by every single employee in the organization, from the front desk to the front-line providers and on up to the C-suite. Because these applications affect everyone's job productivity, they also impact patient care. It is critically important to select the right solution.

Increasingly, healthcare organizations of all sizes are discovering that Google's G Suite is that solution. This ebook will examine why the healthcare industry is making the switch.



## Cost Savings

Modern healthcare organizations are being pressured to do more with less, and executives tend to view IT as a cost center, not a business driver. The hard cost savings of G Suite go a long way towards getting executive buy-in to make the switch.



## Straightforward Subscription Pricing

Google has always prided itself on making G Suite the most affordable option on the market with simple and straightforward subscriptions

## Elimination of Pricy Third-party Contracts

Many organizations have discovered that once they migrate to G Suite, they can stop paying third-party providers for services such as DLP and MDM because these features are included in their G Suite subscription. In the healthcare industry, which generates and stores enormous amounts of data, one of the biggest cost savings comes from being able to eliminate third-party cloud storage. The G Suite Enterprise plan includes unlimited storage unless an organization has fewer than five users.

Between lower subscription costs and the ability to eliminate third-party contracts, most organizations see an average of \$1 million in hard cost savings over a five-year period for every 3,000 users they move to G Suite.<sup>1</sup> Expect these types of price savings to get even better in the future as Google adds more features to G Suite, such as Google Voice service for enterprises (now generally available) that will take the place of expensive, difficult-to-maintain PBX systems.



<sup>1</sup> <https://sadasystems.com/customer-stories/google-hunterdon-healthcare>

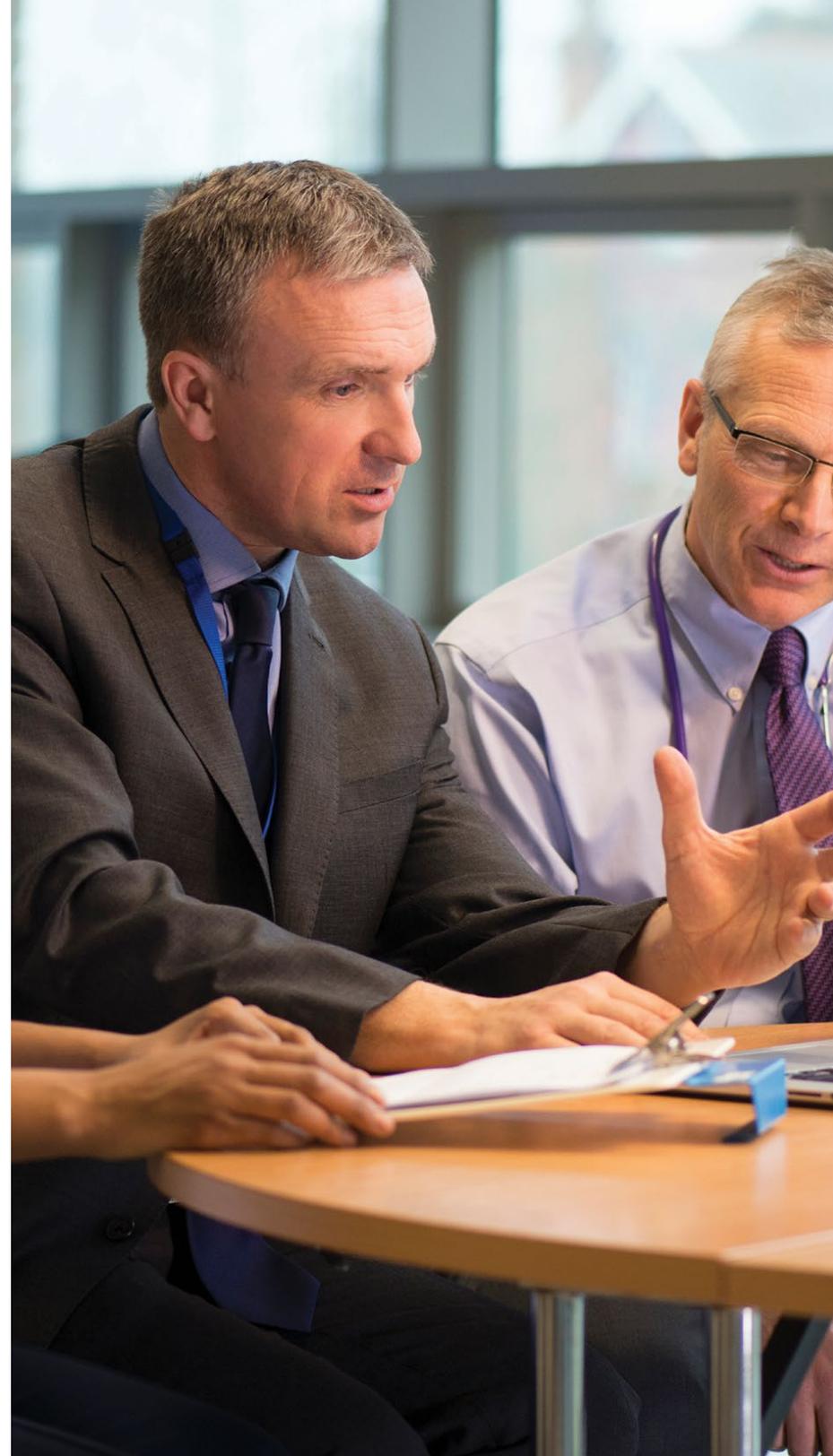


## **Much Lower Maintenance Costs**

Because G Suite is entirely cloud-based and accessed through a web browser, internal IT staff will be freed up from many routine maintenance tasks, such as installing software on new devices and applying updates and patches.

## **Enable Implementation of Chrome OS Devices**

Migrating to G Suite makes it possible for organizations to use Chrome OS devices. Chrome OS devices are less expensive and more secure than laptops, require less maintenance, and offer all of the functionality many front-line providers need.



A total of 4.4 million patient records were compromised in 117 health data breaches in the third quarter of 2018.<sup>2</sup>

# 02



## World-Class Cybersecurity

Cyber attacks are increasing in frequency, sophistication, and cost, and healthcare facilities are a perennial target for hackers; the healthcare industry is the **number-one target for ransomware attacks**. Data breaches and other attacks also pose significant threats, and the per-record cost of a healthcare data breach is the **highest of any industry**, nearly three times the cross-industry average.



Google employs the same cybersecurity defenses and tools in G Suite as it does to secure its in-house systems and its other customer-facing products. Because Google's search engine and other services are under constant cyber attack, the company has unmatched insight into the real-time threat environment and has invested millions into cybersecurity. It even launched a cybersecurity subsidiary, Chronicle, which develops products that harness artificial intelligence and machine learning as weapons for today's dynamic threat environment.

Since every organization's vulnerabilities and data environment are different, G Suite offers a range of security settings and tools that can be customized to fit every organization's needs using a single Admin console, including:

- **User authentication and authorization features:** such as two-step verification, Security Key, and single sign-on.
- **Data management and retention features:** including tools to enforce compliance and control what users can do with Drive files.
- **Email security features:** such as DLP for Gmail, TLS enforcement, and anti-phishing tools.
- **Endpoint security tools:** including mobile device management (MDM) and browser security.
- **Data recovery tools:** such as eDiscovery tools, security reports and audit logs.



## HIPAA Compliance

G Suite supports customers' compliance with the U.S. Health Insurance Portability and Accountability Act (HIPAA), and Google is willing to sign a **business associate amendment** with customers who wish to use G Suite to process or store protected health information (PHI). Google also provides a **G Suite and Cloud Identity HIPAA Implementation Guide** for employees who are responsible for HIPAA implementation and compliance that explains how to properly organize data within Google services to comply with HIPAA.

# 04



## Simplicity

Many physicians and other front-line healthcare professionals feel that the digital transformation of healthcare has hindered instead of helped them. They like having information at their fingertips, but they need a system that is as simple as possible so that they can focus on caring for patients, not struggling to operate computers and other digital devices.

Healthcare organizations have discovered that not only is G Suite very simple to use, but most employees are already familiar with Google products; at a minimum, they've probably used Gmail and Google Search. Because of Google's prominence in the education sector, many younger workers have never used any other product but G Suite. In some cases, being able to say that an organization uses Google is a competitive advantage when recruiting talent.



## Total Compatibility & Mobility

It is typical for healthcare organizations to support a wide variety of operating systems and hardware, and many have BYOD policies. Mobility is critical for physicians, nurses, and other front-line providers who must be able to quickly access and input patient data wherever they are providing care, whether it's in a doctor's office, a hospital room, a long-term facility, a community clinic, or a patient's home.

Mobile devices  
can help reduce  
paperwork time by  
60% and increase  
patient time  
by 29%.<sup>3</sup>

05

Part of G Suite's simplicity is its total compatibility with any system or device. It doesn't matter whether employees are using PCs, Macs, Linux machines, Chromebooks, desktops, or mobile devices. Regardless of OS or device type, G Suite will look, feel, and function exactly the same. Google's mobile app interfaces are simple, clean, and load very quickly.

G Suite is also compatible with Microsoft Office. G Suite users can use G Suite applications to open Microsoft files, and they can save files in Microsoft formats.





## Collaboration

The healthcare culture is steeped in collaboration because patient care is a collaborative effort. Patients are treated by care teams that include primary and specialty physicians, nurses and nursing assistants, lab technicians, pharmacists, and a multitude of other professionals, all located in different facilities. The collaborative possibilities of the cloud are one of the biggest reasons the industry decided to embrace it.

# 06



Most office productivity applications weren't designed for the cloud; they were designed for on-prem desktops. Collaborative functions were added only fairly recently, as an afterthought. In contrast, G Suite was designed to take maximum advantage of the collaborative aspects of the cloud, and collaboration tools have been baked into it since Day 1. All files stored in Drive are automatically updated in real-time, so whenever a user opens a file in a G Suite application, they see the most recent version.

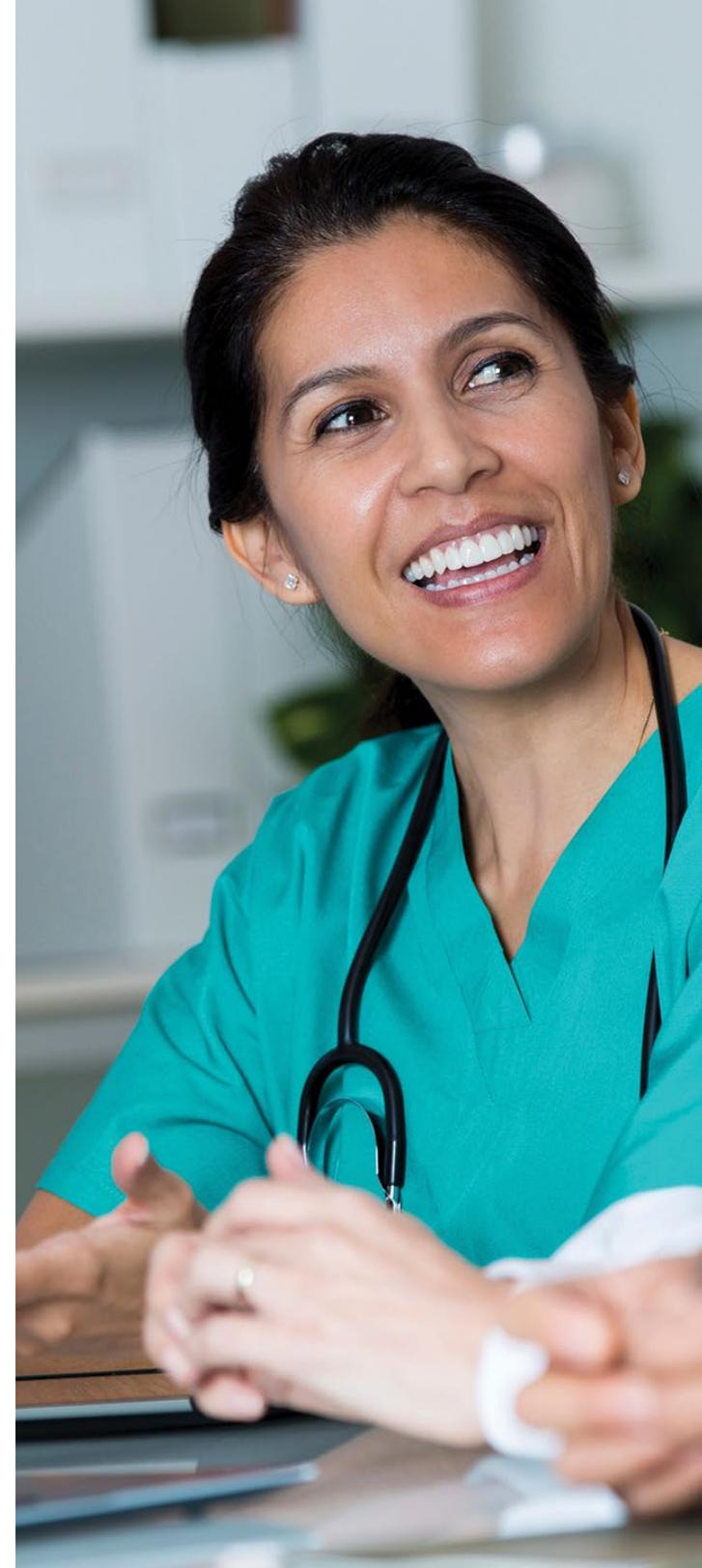
Here are just a few of the ways healthcare facilities are using G Suite's collaboration tools to improve efficiency and patient care.



## Streamline Back-office Administrative Functions

In addition to improving patient care, hospital administrators are using G Suite to improve back-office functions and eliminate an enormous amount of paperwork.

- Digitize patient registration, consent forms, and feedback requests; job applications, employee time off requests, and other HR paperwork; supply orders; and all other standard paper forms with Forms, and automatically export form data to a Sheets spreadsheet.
- Use a combination of Drive, Team Drive, Hangouts Meet, and Sites to onboard new employees and provide continuing education and other training to current employees regardless of their shift or work location.
- Create, store, and centralize important internal documents for easy access by employees.
- Use Sheets to update and track organizational metrics such as available beds, nurses on duty, and patient wait times.
- Quickly and easily automate other back-office processes with the new App Maker, Google's low-code platform, which uses a drag-and-drop, WYSIWYG interface to enable even non-technical employees to design and build apps.





## Enhance the patient experience

Modern patients see themselves less as patients and more as consumers of healthcare, and they are demanding the same level of service from healthcare organizations that they would get from any other business. This is forcing healthcare facilities to rethink their business models and put their patients at the center of their digital transformation efforts.

In addition to digitizing and automating back-office functions, which lets patients spend less time filling out forms and sitting in waiting areas, healthcare facilities are using G Suite to help patients stay organized and enable telemedicine and other mobile care options.

- Use the Calendar app to schedule and remind patients of appointments.
- Use Drive to share test results, appointment notes, and other records with patients.
- Use Hangouts Meet to conduct telemedicine appointments and allow hospitalized patients to communicate with friends and family.



## Google's Larger Healthcare Game Plan

Google is making an aggressive push into the healthcare space and is committed to using technology, especially AI and ML, to solve the biggest problems plaguing the industry. Recent projects include a Cloud Healthcare API to make it easier to use machine learning algorithms with healthcare data sets and an EHR predictive analytics tool to help physicians provide better care to their patients.

Healthcare organizations that adopt G Suite are positioned to take advantage of Google's ongoing research and development in this area.





## Partner for Success with SADA

SADA is a global leader in providing business and technology consulting services that transform organizations. Founded in 2000, SADA has proven expertise in enterprise consulting, cloud platform migration, custom application development, workplace transformation, cloud managed services, and change management. As a Google Cloud Premier Partner with multiple Specializations, SADA has gained global accolades and awards including the Google Cloud Global Partner of the Year for 2018 and 2019. SADA’s team of certified experts help enterprises modernize by providing innovative cloud solutions to accelerate digital transformation leveraging the entire Google Cloud portfolio.



“ With Google G Suite and SADA's services, CHA has transformed how our staff and caregivers work, providing collaborative tools to better patient care. We didn’t realize how integral G Suite had become to our daily work until dealing with a pandemic where consistent communication with our CHA staff was of utmost importance. To engage our workforce, we use Google Meet, Calendaring, and even Livestream to book enterprise events. With one click staff can connect from their Gmail, Calendars, or from Google Meet enabled conference rooms across 3 hospitals, 15 health centers, as well as caregivers connecting remotely from home. We use all of the G Suite tools: Sites, Shared Drives, Forms, and Google Slides for our presentations and have used Q&A in Slides to create an interactive experience for all participants. That’s the true power of a collaboration suite. G Suite is technology at its best. Simple, powerful, useful. ”

**James LaPlante** | Sr. Director, Technology and Biomedical Services, Cambridge Health Alliance

### A Few of Our Clients

