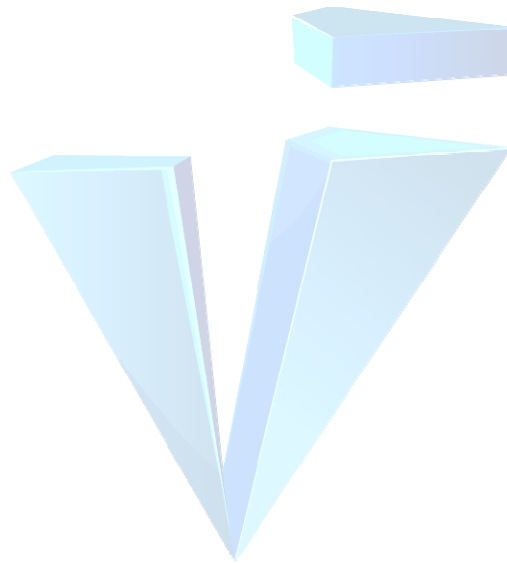


# Statement of Compliance



VISTA INFOSEC<sup>®</sup>

TRUSTED ADVISORS, ASSURED COMPLIANCE<sup>™</sup>

**continuum**

## 1.0 [Executive Summary](#)

Continuum is the IT management platform company that allows Managed IT Services Providers (MSPs) to maintain and back up on-premises and cloud-based servers, desktops, mobile devices and other endpoints for their small- and medium-sized business clients. They are a channel-exclusive provider of managed IT services, including remote monitoring and management (Continuum RMM), backup and disaster recovery (Continuity247™) and more, which means they will succeed when their partners do. Their software-as-a-service approach enables MSPs to efficiently monitor, troubleshoot and maintain their clients' IT infrastructure—as well as backup, image and restore it—all from a single pane of glass, and backed by an industry-leading Network Operations Center and Help Desk.

To validate compliance with the security requirements of HIPAA/HITECH, Continuum appointed VISTA InfoSec LLC. (here in after VISTA InfoSec), an independent consulting company to carry out HIPAA (Health Insurance Portability and Accountability Act of 1996) security assessment of Continuum. The assessment involves the sufficiency of information security controls implemented towards ensuring reliable, scalable and secure operations as per the HIPAA security Requirement and ISMS standard.



2.0 [Locations in scope](#)

**Head office – Boston, MA**

Continuum Managed Services, LLC  
100 Summer Street, Suite 1401  
Boston, MA 02110

**Operations – Metro Pittsburgh, PA**

Continuum Managed Services, LLC  
220 West Kensing Drive  
Suite 300, Cranberry Township,  
PA 16066 USA

**Houston, Texas**

Continuum Managed Services, LLC  
R1 Soft, 777 North Eldridge Parkway,  
Suite 350  
Houston, TX 77079

**London, England**

Continuum Managed Services  
Venture House  
2 Arlington Square, Downshire Way,  
Bracknell, RG12 1WA

**Operations – Mumbai, India**

Continuum Managed Solutions Private Limited  
Times Square  
Unit # 1 & 2, 8<sup>th</sup> Floor, B-Wing,  
Andheri (East), Mumbai - 400059



### 3.0 Assessed Areas

This compliance assessment evaluated Key Areas of the HIPAA Security Requirement. Assessment covered the following areas:

**A. Administrative Safeguards:** This section of the HIPAA security requirements is focused upon establishing a risk analysis process, with periodic reviews, assigning security management responsibilities, formulating security policies and procedures and establishing appropriate workforce security training.

**B. Physical Safeguards:** This section of the HIPAA security requirements is focused upon securely controlling physical access to data processing facilities, workstations and devices as well as physical media which contains PHI (personal health information).

**C. Technical Safeguards:** This section of the HIPAA security requirements is focused upon establishing specific technical security controls which aim to protect PHI via the following key aspects: data access control, data & access auditing, integrity and transmission security.

**D. Organizational Requirements:** This section of HIPAA security requirements is focused upon the contract or other arrangement between the covered entity business associate.

**E. Security policies and Procedures:** This section of HIPAA security requirements is focused upon All physical and technical safeguards which are directed and effectively managed by having relevant security policies, guidelines and procedures.



We, the undersigned, completed the assessment of the policies, procedures and records of compliance thereof of Continuum Managed Services LLC concerned with the security of PHI/PII data as per the requirements of HIPAA on August 16, 2016.

The assessed systems was found to be compliant as per the requirements of HIPAA. We did not find any high risk areas.

Taking into consideration service restrictions, dependency on the objective/subjective feedback of the auditors/auditee and the resulting verification assessment of the findings, an assessment rating of **FULLY COMPLIANT** has been assigned to Continuum.

Audit was conducted as per the rules and guidelines of ISACA and requirements of HIPAA. The undersigned hereby certifies that the information contained in this letter is accurate, true and correct in all material respects.

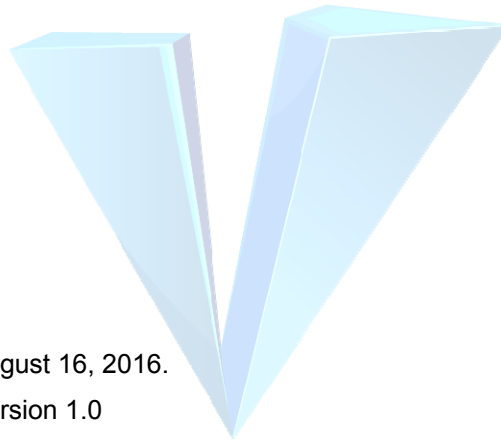
For VISTA InfoSec LLC,



**Authorised Signatory**

**Date of Assessment** : August 16, 2016.

**Doc Version** : Version 1.0



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