

# N.C. Financial Solutions turned to Sookasa to make Dropbox HIPAA-compliant for its sensitive insurance and financial files



## About

N.C. Financial Solutions is an independent insurance and financial advisory firm.

## Why N.C. Financial Solutions Loves Sookasa

Sookasa allows the firm to securely store health data, insurance applications, and contracts, as well as share Dropbox folders and files with agents out in the field.

## Location

North Carolina

## Industry

Insurance, financial services

## Deployed Sookasa

2013

## THE CHALLENGE

N.C. Financial Solutions Founder Travis Griffin says more change has come to his industry in the past year than in the prior five.

The Affordable Care Act is an obvious reason, he notes. But his whole way of doing business has fundamentally shifted thanks to the Health Information Technology for Economic and Clinical Health (HITECH) Act.

“HITECH broadened who could be held responsible for HIPAA violations,” Griffin says. “It basically put the liability at the producer level, at my level.”

Griffin and his team of ten agents, who work in the field everywhere from North Carolina to Texas, had adopted Dropbox to exchange information and share files more easily.

Griffin might, for example, drop a new training video into their shared Sales Tools folder to educate his team about a new way to do things or give tips on how to answer questions. “It really helps, especially with everyone working remotely,” he says.

Because N.C. Financial Solutions works with all kinds of insurance carriers, including life and health, the agents are receiving a large volume of sensitive information.

So a few months ago, with changes to business associate liability looming, Griffin decided he needed to find more security for Dropbox.

Without encryption, a single breach—which might be as innocent as a lost phone or tablet—might touch more than 200 client files.

“The whole situation freaked me out,” Griffin says. “The fear of having a million-dollar violation is all the motivation I need. It doesn’t take much today to break HIPAA.”

## THE SOLUTION

Griffin and the N.C. Financial Solutions team wanted to continue using Dropbox because it simplifies an otherwise messy paper trail among carriers, agents, and the insured.

For a glimpse of the flurry of sensitive information crossing Griffin’s desk, he says a given day might involve: fielding paper applications for life insurance, helping a client do retirement planning online with his iPad, working on contracts (and their many amendments) with insurance carriers, and logging into his broker portal to help clients through the federal health insurance marketplace.

“I wanted to keep everything organized and compliant,” Griffin says. He began searching for something that would make Dropbox HIPAA-compliant without compromising the user experience, which led him to Sookasa.

“It’s great to be able to pull up information and make progress on work from wherever any of us are,” Griffin says. “That’s why we wanted to stick with Dropbox, which Sookasa made possible.”

With Sookasa as a secure layer over Dropbox, the N.C. Financial Solutions is able to share and store information the same way they always did—but now they have the confidence of compliance behind them.

“Sookasa has been fantastic,” Griffin says.

It’s even helped him handle issues he didn’t anticipate, such as when he recently lost a phone and wanted to block it from accessing his data.

“I love that I can control devices and block devices from accessing sensitive folders,” Griffin says. “That’s a huge deal.”



## THE RESULT

“When business was good, the risks used to be high,” Griffin says, referencing the volume of sensitive paperwork he might encounter when advising a number of new clients.

With Sookasa’s seamless layer over Dropbox, though, Griffin no longer feels he has to be paranoid about security.

Griffin takes his role as a steward of this sensitive information seriously. From clients, he might receive everything from their protected health information to citizenship documents. The trust placed in him is substantial.

“So many people just assume that the businesses they put trust in are compliant—and I wanted to ensure that I actually was protecting their security,” Griffin says.

Best of all, because Sookasa preserves the best parts of Dropbox as it adds airtight security, the N.C. Financial Solutions team got up and running quickly.

“Sookasa has been terrific,” Griffin says. “It’s a gamechanger.”

### 1 **N.C. Financial Solutions needed to store and share info safely**

Following changes to HIPAA compliance rules for business associates, N.C. Financial Solutions needed to ensure compliance for its files, especially those in Dropbox.

### 2 **Sookasa allowed N.C. Financials to use Dropbox—but in a compliant manner**

Sookasa enabled the team to continue using Dropbox to store and share information, but added the on-device encryption the team needed to remain compliant.

### 3 **N.C. Financial Solutions handles its growing workload without worry**

N.C. Financial Solutions agents and the owners no longer have to worry about the risk of a HIPAA breach. Instead, they can focus on providing the best advice possible.



Sookasa delivers seamless Dropbox encryption and security, enabling professionals to use their favorite cloud service to store, sync, and share sensitive data while complying with regulations such as HIPAA and FERPA.

Sookasa provides a complete compliance shield around files by encrypting with bank-grade AES 256-bit encryption and using patented cloud-based key management to restrict access to authorized employees and partners.

Learn more at <https://www.sookasa.com>