

## STATE COLLECTION SERVICE

*State Collection Service is a leading early out and bad debt services firm for high-profile healthcare providers across the nation while remaining a family-held business. Founded in 1949, it has earned a reputation for reliability and integrity, known for the highest levels of service and leadership.*

# Improving IT Security Posture While Reducing Costs

State Collection Service partners with TECH LOCK to create an IT advantage

## THE CHALLENGE

In the past five years, industry-leader State Collection Service has doubled in size to now include more than 500 team members in 4 locations. State Collection Service is proud of the service they provide their growing client base but rapid growth can tax existing systems. Given their stellar history and reputation, State Collection Service recognized a need to ensure continued data security and compliance as well as improve the growing IT infrastructure.

In the past, State Collection Service had met their compliance and security solutions with a myriad of vendors and solutions. Now they wanted a company with deep ARM industry experience that could address all facets of their business – looking at all of their systems comprehensively – to find solutions and savings.

State Collection Service made the decision to work with TECH LOCK. “Our peers had long mentioned TECH LOCK as a company that delivered on their promises,” said Terry Armstrong, President, State Collection Service. “TECH LOCK has built a great reputation and history of doing what they say they’re going to do.”

An additional factor in TECH LOCK’s selection was its acquisition by RevSpring – with whom State Collection Service enjoyed a successful partnership spanning nearly 20 years.

## THE SOLUTION

Initially, State Collection Service partnered with TECH LOCK to conduct a PCI DSS audit and ensure the organization was in full compliance. More than just an auditor, TECH LOCK worked with the State Collection Service team to ensure all systems were configured correctly and procedures were in place to ensure a successful PCI DSS audit.

“It doesn’t matter how well you or your team thinks you are doing at data security and compliance,” said Armstrong. “There are just too many moving parts and regulations for you to handle this without outside expertise. You need a third-party auditor to comprehensively review your infrastructure and ensure you are, in fact, meeting the requirements against objective standards.”

After the audit completion, TECH LOCK was engaged to ensure ongoing compliance given the complexity of a growing organization. Over time, the relationship grew to providing a comprehensive IT infrastructure assessment ensuring maximized value and compliance.

## THE TECH LOCK GUARANTEE

TECH LOCK was so confident in its ability to deliver cost savings, it was willing to guarantee them in the contract.

And TECH LOCK delivered. To date, the cost savings have been three times the contract cost – and they aren't done yet!

Equally as important, the TECH LOCK team continues to advise State Collection Service on how to maintain data security and compliance in a constantly growing and changing business environment. This has enabled State Collection Service to maintain not only PCI DSS, but also become TECH LOCK® Certified, which includes a variety of other security requirements including HIPAA/HITECH, GLBA, ISO 27002, Red Flags Rule, and more.

“TECH LOCK has become our go-to trusted advisor,” said Jim Warner, Chief Technology and Security Officer, State Collection Service. “Before we make any significant IT changes, we run them by TECH LOCK first for their input and expertise.”

Today the relationship includes weekly calls and ongoing communication to ensure continued compliance and that State Collection Service is receiving maximum value for its IT expenditure. The TECH LOCK team is also available to assist with RFP's and client security questionnaires, providing State Collection Service with a competitive advantage when bidding on new business. By partnering with TECH LOCK, State Collection Service has been able to achieve an IT advantage.

## RESULTS

A partnership with TECH LOCK enabled State Collection Service to achieve PCI DSS compliance, a significant operational requirement in today's business environment. Not only that, TECH LOCK provided State Collection Service with cost savings, increased efficiencies, and a strengthened security posture.



*TECH LOCK specializes in holistic information security, compliance and information technology solutions that enables IT infrastructure and security to become a competitive advantage for its clients. With deep experience in data security, compliance and financial service IT infrastructure, TECH LOCK is uniquely able to assist in reducing data security risks while at the same time providing cost savings and increasing IT efficiency. TECH LOCK is a Payment Card Industry Qualified Security Assessor (PCI QSA), Approved Scanning Vendor (PCI ASV) and a HITRUST CSF Assessor. TECH LOCK is part of the RevSpring family of companies.*

## THE RESULTS

Working with TECH LOCK, State Collection Service was able to:



Earn PCI DSS Certification



Achieve cost savings more than triple the contract's value



Increase data security posture across all systems and locations



Gain a trusted partner to ensure ongoing compliance



Enhance IT infrastructure into an efficient, competitive advantage