MICRODYNAMICS GROUP SM

SUCCESS STORY

Industry
Business Services

Compliance Domains
- Information Security
- HIPAA
- OSHA
- HR Compliance

Key Requirements
- Have employees be compliant to Information Security, OSHA, HIPAA
- Follow compliance protocols
- Provide interactive and engaging training
- Standardize Policies Attestations

Solutions Availed
- Learning Management System
- Trainings - HIPAA, OSHA, InfoSec
- Customized Training Development
- eLearning + mLearning
- Policy Attestations

Microdynamics Group (MDG) provides integrated transactional communications solutions through a state-of-the-art processing environment.

MDG offers comprehensive and flexible electronic billing and invoice/statement services, document printing and mailing and a suite of marketing solutions.

MDG is listed as one of Crain's "Fast Fifty," a list of the fastest growing businesses in the Chicago area, as well as in the Inc. "Top 5000" list of fastest growing companies nationwide.

Situation

MDG provides invoice and statement printing, inserting and mailing services to a host of companies. It helps several insurance, financial and utility companies reach their customers.

To ensure business continuity, MDG operates full production facilities in Carlstadt (NJ), Carol Stream (IL), Council Bluffs (IO), Eagan (MN), Mount Airy (NC), Milwaukee (WC), Naperville (IL), Renton (WA), and Tempe (AZ). Production takes place 24 hours a day, 7 days a week, 365 days a year.

MDG employees deal with sensitive customer information and security it of utmost importance to maintain credibility. With a huge responsibility to maintain trust with their customers, MDG wanted to ensure their entire staff was compliance driven and well trained.

Employee training for security, confidentiality, privacy, and safety has to be conducted for new hires immediately after employment and is renewed annually thereafter. Employees are also required to sign Code-of-Conduct and Confidentiality agreements to ensures MDG maintains the security and integrity of customers' data.

Key Challenges

Rick Schaltegger, VP Administration and Josephine Salazar, HR Manager at MDG started looking for a solution that would allow them to provide this initial employee training seamlessly and auto-renew and remind them every year and have them e-sign the policies for Code-of-Conduct and Confidentiality.

They identified these key challenges:

- Auto-assign key initial trainings on information security and HIPAA to all their new joinees
- Auto-renew and assign trainings to them periodically to ensure they always stay in compliance
- Assign Code-of-Conduct, Confidentiality and several other policies for employees to sign
- Generate robust reports to prove compliance to their customers and during audits

Solution

After looking at several solutions, MDG found emPower's solution to be most appropriate and effective.

emPower helped MDG provide a solution to resolve all their key challenges -

- All the new employees during joining are auto-assigned key information security trainings.
- These trainings are renewed automatically annually to ensure all employees always stay in compliance
- HR policies were uploaded and all employees can attest them and are renewed annually
- Effective dashboard and robust reporting ensures MDG has all the data at their fingertips during audits and whenever a customer requests for them

Annual information security refresher trainings ensure the employees are always upto date with the latest happenings in the world of infosec.

MDG has used emPower's solutions for over 10 years now and during this time they never failed an audit or lost a customer due to information security compliance adherence.

Result

All 175+ MDG employees are trained within weeks of their training renewal every year.

MDG has used the solution since 2008 and never in the past 10 years have they failed an audit or lost a customer due to information security trainings.

New employee onboarding time has significantly reduced and the emPower system ensures they always stay in compliance.

Key Figures

- 0 failed audits in last 10 years
- 0 data breach in 10 years
- 97% employees in compliance within weeks of renewal
- Breach probability reduced to <0.6%

Transactional communication relies heavily on accuracy and security. Our clients consider us reliable because we ensure our team is 100% compliant with industry protocols and guidelines. emPower has enabled us to maintain our compliance standards through their automated solution.

~ Eric (Rick) Schaltegger
VP of Administration & General Counsel

Our team's goal is to promote integrity and ethical behaviour as a part of our culture instead of simply getting compliance policies attested. We ensure compliance training is engaging and policies are understood and integrated with our team's day to day activities with emPower's online training and policy attestation modules.

~ Josephine Salazar
HR Manager