

# CASE STUDY

## FedRAMP Gap Assessment and Certification



Online's Cloud Security services team assisted Aidin, a healthtech software company, as they embarked on achieving the federally required FedRAMP certification.

Aidin specializes in health technology solutions. Their software is designed to give frontline care workers the tools they need to connect providers, patients, and payers in one seamless digital platform.

## THE CHALLENGE

With an increasing demand for their services from federal agencies and other government entities, Aidin needed to obtain FedRAMP certification to meet the compliance requirements of federal agencies in order to sustain their current contracts and expand their market reach. Aidin's software streamlines administrative processes and enhances data security for healthcare organizations, making FedRAMP certification crucial for continued growth and credibility.

### Aidin needed to address several challenges:

- **Demand and Contract Requirements:** Aidin had contracts from federal agencies that required FedRAMP authorization.
- **Operational Hurdles:** The extensive technical, operational, and administrative requirements associated with FedRAMP certification was a hurdle.
- **Limited Expertise:** The compliance team had limited experience navigating the complex requirements and standards of the FedRAMP certification process.
- **Compliance Gaps:** Aidin had compliance gaps in their policies, administrative processes, and technical implementation which needed to be addressed to meet FedRAMP standards.

# THE SOLUTION

Aidin sought the expertise of Online Business Systems (Online) to address these challenges. Online's Cloud Security team took a multi-phased approach using tools and trusted techniques to assess, provide guidance, and build a solid roadmap to success. This included working collaboratively with a trusted partner who specialized in documentation automation and API integration, to ensure all FedRamp requirements could be satisfied.

## Multi-phased Approach:

- > **Compliance Assessment:** Online conducted a thorough assessment of Aidin's compliance status, identifying gaps in their System Security Plan (SSP), and administrative processes, and technical implementation. This assessment formed the foundation for a tailored strategy to achieve FedRAMP compliance.
- > **Milestone Setting:** Online helped Aidin set achievable milestones and a clear roadmap to guide them through the FedRAMP certification process effectively.
- > **Policy Development:** Online collaborated with Aidin to develop and update policies in line with NIST standards, covering data protection, access controls, incident response, and other critical areas.
- > **Cloud-Based Solutions:** Online introduced cloud-based solutions that aligned with FedRAMP requirements, enhancing the security, scalability, and efficiency of Aidin's software infrastructure.

# THE RESULTS

Through close collaboration and expert guidance from Online and their partner, Aidin successfully completed their FedRAMP assessment and is awaiting final authorization. This engagement has allowed Aidin to:

**Maintain and Expand Federal Contracts:** Aidin retained its anchor federal client and is now well-positioned to grow its federal business.

**Strengthen Security and Compliance:** By addressing compliance gaps and implementing best practices, Aidin has ensured the highest levels of security and compliance for its software solutions.

**Enhance Credibility:** Achieving FedRAMP In Progress designation has strengthened Aidin's credibility with current and new clients.

“ Our experience with Online greatly exceeded our expectations. Aidin would not currently have a FedRAMP In Progress designation without their guidance, tactical advice on stakeholder management, and insights around what to expect at the next turn. Online's advisory services were invaluable. ”

- Chip Gerstenmaier - Vice President of Finance and Compliance at Aidin

## ADDITIONAL INSIGHTS

# AIDIN'S JOURNEY TO FEDRAMP COMPLIANCE

An interview with Chip Gerstenmaier - Vice President of Finance and Compliance at Aidin

### What do you see as the primary benefits to obtaining FedRAMP certification?

There are two key benefits we went into the process looking for. We wanted to grow our customer base with federal government agencies where FedRAMP is a prerequisite, and we wanted to strengthen our credibility with current and future clients.

### If Aidin had been unable to obtain FedRAMP compliance, what would the impact to the business have been?

If we hadn't obtained FedRAMP compliance we would have lost an existing contract, the resulting revenue and even more importantly we would have lost the opportunity to expand within the government agency.

### What were the specific pain points, obstacles, or reasons that made it difficult for you and your team to tackle the FedRAMP certification?

Our team had limited knowledge or expertise related to FedRAMP, including the extensive technical, operational, and administrative requirements associated with the certification process. We had faced prior FedRAMP authorization delays as we attempted the process on our own. In the end we recognized that while we have a great team, we didn't have the dedicated capacity or the past experience to tackle it on our own.

### Can you describe the implementation process?

We have worked with Online in a number of different capacities and models. The team has added value on all engagements. They are efficient, communicate well, and have had a significant impact on Aidin's security and compliance efforts. The FedRamp project greatly exceeded expectations. Aidin would not currently have a FedRAMP In Progress designation without Online and their partner. Both groups went above and beyond in terms of guidance, tactical advice on stakeholder management, and what to expect at the next turn. Their advisory services are invaluable.

