SUPPORTING A SAFE AND PRODUCTIVE WORKFORCE WITH WHA AND VAULT CLOUD

Workforce Health Assessors

WHA™ workforce health assessors

Workforce Health Assessors (WHA) is the leading industry body for carrying out workplace health assessments across Australia and New Zealand. The organisation carries out pre-employment medicals and onsite workplace health assessment services for a range of businesses and government agencies, with dedicated facilities in many major cities across A/NZ.

Medical assessments ensure prospective employees are physically, mentally, and medically prepared to carry out their jobs. They are vital for ensuring the safety and wellbeing of employees across the region, whilst giving businesses the confidence that their staff can meet and exceed their expectations.

VAULT

OFFERING INNOVATIVE AND SECURE DIGITAL SERVICES

WHA offers one of the most advanced, easy-to-use online platforms in the industry, enabling clients to book, track, and receive reports for all medical assessments and business services. This cloud-based service is the core of WHA's business and harbours a lot of sensitive and personal information on individuals and businesses.

As the industry's leading medical assessment provider, WHA is dedicated to ensuring these digital services are delivered as securely as possible, fulfilling all regulatory and compliance requirements. However, the organisation's previous cloud provider was based internationally, offering limited control and visibility into where exactly all of its data was located.

"With our previous provider, even though their servers were in Sydney, the company wasn't Australian-based," says Craig Doumouras, IT Manager at WHA. "We couldn't guarantee that some of our data wasn't being taken offshore, which limited our ability to comply with ISM standards. There were some tenders that we'd miss out on because we had to meet a certain ISO accreditation, which was a significant issue when dealing with government clients."

# BUILDING COMPLIANCE INTO THE FABRIC OF THE BUSINESS

To improve the security posture of their organisation and ensure compliance to government regulation, WHA opted to migrate their web platform to secure Vault Cloud infrastructure. Vault's Australian sovereignty stance was a major draw for WHA, as they can be assured that all data is hosted locally in Australia and help to contribute to certain compliance legislation.

Vault also provides WHA with a highly robust Secure Internet Gateway and firewall that encompasses all critical systems to offer an extra layer of security and assurance. Once configured, the firewall is fully managed by Vault, which takes the pressure off WHA's IT teams and provides peace of mind that all customer data is always secure.

"We don't have a lot of resources and time to be able to investigate all of the changes in legislation coming from the Australian government in regard to security," Doumouras adds. "Having a company like Vault Cloud - who does that as part of their day-to-day - is a major comfort for us as an organisation. It relieves pressure and allows us to stick to our core, value-adding business activities."
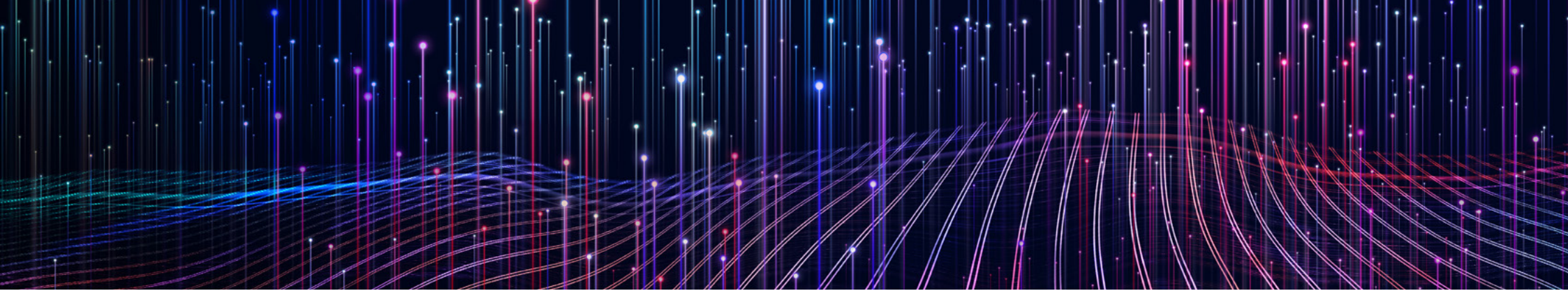
A TRUE PARTNER FOR THE FUTURE

Vault is committed to working alongside WHA as their requirements change, and their business evolves. The organisation is currently in the process of deploying a set of AI-powered health questionnaires known as Quescreen, which uses historical data to intuitively pose the most appropriate questions, based on previous answers. The official release of Quescreen will occur in the 1st quarter of 2022.

This will allow WHA to get a more accurate map of an individual's pre-employment health information and simplify the application process. Vault will support WHA in this endeavour by providing highly scalable CPU and GPU power, that can be powered up or down at a moment's notice.

VAULT

Vault also proactively engages with WHA on a monthly basis to deliver reports that map traffic to and from its many locations across Australia and New Zealand. This allows WHA to pinpoint potential network security concerns or operational risks, before they become a serious problem for the organisation.

"As we grow, we have confidence that Vault will be with us and help us address new challenges. Whatever the future holds, we know that Vault has the capacity and knowledge to help us continue to grow and thrive," Doumouras continues.

"As a company, our satisfaction with Vault is very high. We're very comfortable with their expertise and personnel. We are incredibly pleased to partner with Vault as we execute our plan for growth in the future."

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