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Platform Total Cost of Ownership

Prepared for

CONFIDENTIAL · Prepared by MyConnectSolutions, Inc. · 888-497-4528

Riverside Family Medicine

August 8, 2026 · Report MA-202608-AWMUM8

Executive summary

Riverside Family Medicine spends an estimated **$288,750 a year** on the services the MedAssist platform provides, across 3 sites, 94 endpoints and 90 handsets. The platform costs **$98,160**. It pays for itself, with $190,590 a year over.

Closing the gaps set out in this report without the platform would cost $134,574 on top of what Riverside Family Medicine already spends.

That would take Riverside Family Medicine's IT to **$423,324** a year against the platform's $98,160. The figure is deliberately **not** in the comparison, because Riverside Family Medicine is not paying it today; counting it as a saving would misrepresent the position.

The money is only half of it. The other half is the **17 gaps in what Riverside Family Medicine has today**, 5 of them significant. The platform closes 15 of them.

The remaining 2 are not priced here:

- Multi-factor authentication and identity
- Organization-wide HIPAA risk analysis

Multi-factor authentication is usually already part of Riverside Family Medicine's Microsoft 365 licensing. If it is, the platform finds it and marks it compliant; if it is not, it can be added to the existing plan and MyConnectSolutions configures it at onboarding. The organization-wide HIPAA risk analysis is Riverside Family Medicine's own responsibility and cannot be delegated to a vendor — the platform supplies the technical evidence it rests on, continuously, but the analysis itself remains yours.

Current IT cost MedAssist replaces	Platform annual cost	Your annual saving
$288,750	$98,160	$190,590 66%

Riverside Family Medicine spends $288,750 a year and still carries 17 gaps. MedAssist closes 15 of them for $98,160 — 66% less.

Like for like

Setting current cost against the platform price alone would not be fair — the platform includes things Riverside Family Medicine is not buying today. This adds what closing those gaps would cost.

Current IT cost MedAssist replaces	$288,750
Closing the gaps on your own	$134,574
Your current cost, with the gaps closed	**$423,324**

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Platform annual cost	$98,160
Your annual saving, with 15 gaps closed	**$325,164 · 76.81%**

Gap costs are Vendor list rates — market estimates, not quotations.

These figures are an estimate from information Riverside Family Medicine supplied, at published platform rates. They exclude inflation, transition costs and any change in the size of the environment. Full basis overleaf.

Methodology

What you told us

Every figure in this report derives from the counts, headcount and annual costs you supplied on August 8, 2026, or from the constants below.

Constants

These are set by the platform and are not adjustable by the client.

CONSTANT	VALUE	SOURCE
Workstation rate	$80 per month	MyConnectSolutions published rate
Server rate	$200 per month	MyConnectSolutions published rate
VoIP handset rate	$2 per month	MyConnectSolutions published rate
Switch, router and firewall management	Included	Included in platform pricing
Loaded cost per full-time role	$105,000	Client-supplied total IT payroll including benefits
Backup storage included per server	2 TB	MyConnectSolutions platform allowance
Backup storage included per workstation	200 GB	MyConnectSolutions platform allowance
IT staffing baseline	1.56 to 2.74 roles for this environment	MyConnectSolutions operational benchmark
Cyber warranty	$500,000 aggregate	Third-party underwriter, named in the warranty agreement

How the model works

Your current costs are grouped by the four platform service areas. Each internal IT function is mapped to each platform service individually rather than by a blanket percentage, and absorbed capacity is valued at the loaded cost shown above. The platform is priced at published rates. Costs you retain under any arrangement are carried through the report and never counted as savings.

What is not modelled

- Inflation and salary growth
- Transition and onboarding costs

- Growth or contraction of the estate
- Downtime and lost productivity
- Breach probability or expected loss

This analysis is an estimate based on information supplied by the client. It has not been independently audited and is not a quotation.

Your environment

These are the counts you supplied. Everything in this analysis is calculated from them.

Sites	3
Workstations	90
Servers	4
VoIP handsets	90
Switches, routers and firewalls	9
Wireless access points	14
Total endpoints under analysis	**94**

Protected data

6 TB across all backups. Your environment generates 39 TB of backup allowance, leaving +33 TB of headroom.

What the platform covers

All workstations, servers, switches, routers and firewalls; 24/7 live help desk, security operations and network operations; cyber security monitoring; IT risk management; business continuity and backup; and the $500,000 cyber warranty.

> **What it does not cover**
>
> Clinical application administration, EHR licensing, Microsoft 365 licensing, network hardware licensing, and cyber liability insurance. These remain your costs under any arrangement and are excluded from every figure in this report.

What you pay today, by service area

Grouped by the four MedAssist service areas so the comparison is like for like. Figures are the annual costs you supplied.

Support — Live Help Desk 24/7, on-site dispatch, Security Operations Center (SOC) and Network Operations Center (NOC)

Outsourced IT support or MSP retainer	$42,000
Ticketing or PSA system	Not in place
RMM and monitoring tools	Not in place
NOC or network monitoring	Not in place
After-hours and on-call cover	Not in place
Subtotal	**$42,000**

Cyber Security

Endpoint protection or EDR	$4,500
SIEM or log management	Not in place
SOC or security staff	Not in place
Email security and anti-phishing	$2,000
Multi-factor authentication and identity	Not in place
Subtotal	**$6,500**

IT Risk Management

Vulnerability scanning	Not in place
Penetration testing	Not in place
Organization-wide HIPAA risk analysis	Not in place
Compliance monitoring platform	Not in place
Awareness training and phishing tests	Not in place
Subtotal	**$0**

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Business Continuity

Backup software	$6,000
Cloud or offsite storage	Not in place
BDR appliance	Not in place
Failover and disaster recovery service	Not in place
Subtotal	**$6,000**

Stays with you

Printer, copier and scanner support	$9,000
Cyber liability insurance premium	$8,000
Network hardware licensing and support	$4,000
Microsoft 365 licensing	$18,000
EHR and clinical application licensing and vendor support	$36,000
Subtotal	**$75,000**

What your IT costs today

Moves to the platform

Software and services the platform replaces Outsourced IT support or MSP retainer $42,000 · Endpoint protection or EDR $4,500 · Backup software $6,000	$52,500
Payroll for the functions it absorbs 2.25 of 4 roles at $105,000 Help desk and desktop support 1 FTE · Network and infrastructure 0.5 FTE · Server and systems administration 0.5 FTE · Business application support 0.25 FTE	$236,250
Subtotal	**$288,750**

Stays with you

Licensing, insurance and contracts you keep Email security and anti-phishing $2,000 · Printer, copier and scanner support $9,000 · Cyber liability insurance premium $8,000 · Network hardware licensing and support $4,000 · Microsoft 365 licensing $18,000 · EHR and clinical application licensing and vendor support $36,000	$77,000
Payroll for the roles that stay with you 1.75 of 4 roles at $105,000 Business application support 0.25 FTE · EHR and clinical informatics 1 FTE · IT leadership and strategy 0.5 FTE	$183,750
Subtotal	**$260,750**
Total IT cost	**$549,500**

> **Only the $288,750 that moves to the platform is compared against the platform price**
>
> Only the first group is compared against the platform. What stays with you is unchanged by this decision and is never counted as a saving.

Your IT, by service area

Grouped by the four MedAssist service areas, so it is clear what falls inside the platform and what does not. Figures are full-time equivalents — one full-time person is 1.0.

SERVICE AREA	SUGGESTED	YOUR ROLES	ANNUAL COST	SCOPE
Support Live Help Desk 24/7, on-site dispatch, Security Operations Center (SOC) and Network Operations Center (NOC)	1.1–1.9	2.5	$304,500	Covered
Cyber Security Threat Monitoring and Response	0.1–0.1	0	$6,500	Covered
IT Risk Management Assessment, Testing and Compliance	0.0–0.1	0	$0	Covered
Business Continuity Backup and Disaster Recovery	0.0–0.0	0	$6,000	Covered
Stays with you Clinical Systems, Leadership and Vendor Contracts	0.3–0.7	1.5	$232,500	Retained

Support

24/7 live help desk, chat assist, self-service portal, onsite support and proactive network and server monitoring.

Cyber Security

24/7 threat monitoring, a fully staffed security operations center, endpoint protection and network threat prevention.

IT Risk Management

Vulnerability assessment, penetration testing, continuous compliance monitoring, risk reporting and security awareness training.

Business Continuity

BCDR management, endpoint and server backup, secure cloud recovery and rapid failover.

Absorbed across the four areas	Roles absorbed	Stays with you
$288,750	2.25	$232,500

Your IT leadership stays with you.

The CIO, IT Director and the strategy and vendor management that sit with them are never in scope, at any size of organization. This platform exists to give IT leadership more capacity, better information and a stronger compliance position.

One front door for every issue, including the ones MyConnectSolutions does not support. Where a vendor offers an API, the platform integrates with it — the EHR, the practice management system, card terminals, the print vendor, whoever else Riverside Family Medicine relies on. A user raises the problem in the platform rather than in six separate portals, and we open the ticket with that vendor, notify whoever owns it, and keep the user updated.

When that vendor's engineer needs access to a server or workstation to resolve it, we grant it on the spot — it is infrastructure we support, so it is ours to grant. Nobody at Riverside Family Medicine waits to be free, and nobody sits on a call holding a screen share.

That record is what makes vendor management possible. With every third-party SLA loaded into the platform and every request flowing through one system, Riverside Family Medicine can report on how each vendor is actually performing and claim the service credits it is owed — which is not something an internal IT team can keep up with when tickets are scattered across six portals.

How support is delivered

On-site support is included, at every service level.

When remote support cannot resolve something — a machine that will not boot, hardware that has failed — MyConnectSolutions sends a technician on site to work alongside the remote engineer. Riverside Family Medicine's own staff are not used as the hands.

Third-party vendor equipment remains with its vendor. We support the print servers and print software, not the hardware itself, and a practice this size should hold a maintenance contract with its print vendor. The same applies to every third-party vendor Riverside Family Medicine relies on: we integrate with them, a failure is raised with us, their technician is dispatched, they get whatever access they need on our side, and we track it to closure. One call, to us.

What else stays with you

Your EHR and clinical informatics, clinical data and reporting, IT leadership, and your printer and scanner support contract. MedAssist monitors these, raises tickets against them and coordinates with them, but never replaces them. How absorbed capacity is handled — redeployment to the project backlog, natural attrition, or reduction — is your decision. This report quantifies it; it does not prescribe.

How your team compares

A starting point based on our experience supporting networks of this size and shape, not a rule. Adjust it to match Riverside Family Medicine's actual team — the analysis uses your numbers, not ours.

Staffed, but concentrated in the wrong places

An environment of this size typically needs 1.6 to 2.7 full-time roles. Riverside Family Medicine has 4.

The total is comfortable, but it is not spread evenly. Function by function, Riverside Family Medicine is short about **0.24 roles** across 6 areas:

- Security operations
- Backup and disaster recovery
- Telecom and VoIP
- Compliance and HIPAA
- IT project management
- Clinical data and reporting

Being 2.03 over elsewhere does not close that gap — a clinical systems analyst cannot staff the help desk.

MyConnectSolutions operational benchmark. A starting point based on our experience supporting networks of this size and shape. Adjust to match your actual team — the analysis uses your numbers.

When support is available

Support runs **Business hours only**, which is 45 of the 168 hours in a week. The platform covers all 168.

Hours covered today	45
Hours the platform covers	168
Hours currently uncovered	**123**

Staffing those hours internally would take about **3.69** more roles, around **$387,450** a year.

Not counted as a saving — you are not paying for round-the-clock cover today. This is what matching it internally would cost.

MyConnectSolutions operational benchmark

How staff reach support

Riverside Family Medicine runs **Internal IT and an outside provider, separately**. 2 separate routes means each keeps its own record, or none.

- No single record of what was asked for or how it was resolved.
- Service levels cannot be measured, because no one path sees all the work.
- The same request gets a different experience depending on which route the user picked.
- Users are rarely aware there is more than one route, so they cannot choose correctly.
- Work is duplicated when a request is raised twice, and dropped when each side assumes the other has it.

MyConnectSolutions operational benchmark

Backup storage

The platform includes 2 TB for every server and 200 GB for every workstation, which for Riverside Family Medicine comes to **26 TB**.

Included with your servers and workstations	26 TB
Currently protected	6 TB
Headroom	**20.0 TB**

MyConnectSolutions platform allowance. Your backup storage is covered by the platform at no separate charge.

The comparison

What you spend today

Absorbed IT labour	$236,250
Support — Live Help Desk 24/7, on-site dispatch, Security Operations Center (SOC) and Network Operations Center (NOC)	$42,000
Cyber Security	$4,500
Business Continuity	$6,000
Total current cost	**$288,750**

MedAssist platform

Workstations · 90 at $80/month	$86,400
Servers · 4 at $200/month	$9,600
VoIP handsets · 90 at $2/month	$2,160
Switches, routers and firewalls	Included
Wireless access points	Included
Total platform cost	**$98,160**

Your annual saving
$190,590

Against current cost
66.01%

Break-even
0.4 roles

Vendor contracts retired

3 contracts Riverside Family Medicine pays for today that the platform takes over.

Outsourced IT support or MSP retainer	$42,000
Endpoint protection or EDR	$4,500
Backup software	$6,000
Total	**$52,500**

Break-even is the number of absorbed full-time roles the platform must replace, after the software it also absorbs, for the arrangement to cost the same as today. This analysis identifies 2.25.

The gaps in what you have today

A service you do not buy is a risk you hold. The platform closes **15 of the 17** at no extra charge; the costs beside them are what closing each one alone would take, and they sit outside the comparison above because Riverside Family Medicine is not paying them today. **4 of the 5 requirements for the cyber warranty are not in place.**

A gap is marked high only when it stops you qualifying for the cyber warranty. The rest are worth closing, but they are not what the warranty requires.

A gap is marked high only when it stops you qualifying for the cyber warranty. The rest are worth closing, but they are not what the warranty requires.

GAP	COST TO CLOSE IT YOURSELF	SEVERITY
RMM and monitoring tools not in place You are not paying for this, so it does not appear as a saving. You are carrying the risk of not having it. Buying it separately would cost about $11,526 a year.	$11,526	high
Awareness training and phishing tests not in place You are not paying for this, so it does not appear as a saving. You are carrying the risk of not having it. Buying it separately would cost about $3,850 a year.	$3,850	high
Failover and disaster recovery service not in place You are not paying for this, so it does not appear as a saving. You are carrying the risk of not having it. Buying it separately would cost about $15,000 a year.	$15,000	high
Multi-factor authentication and identity not in place Required for the warranty to apply. Multi-factor authentication is usually already part of your Microsoft 365 licensing. If it is, the platform finds it and marks it compliant. If it is not, it can be added to your existing plan, and we configure it at onboarding — the license stays yours, the work does not. It is not priced above, because the platform does not provide it — but without it an incident would fall outside the warranty.	not priced	high
Your security tools are not being watched Security operations center not in place, so 1 of the tools you rely on runs with nobody reading what it reports. The Security Rule requires that system activity is reviewed and that incidents are identified and responded to; alerts nobody reads satisfy neither. And a machine your RMM never enrolled reports nothing at all — it is absent from the console you would check, because the tool that would have listed it is the tool that missed it.	not priced	high

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GAP	COST TO CLOSE IT YOURSELF	SEVERITY
Ticketing or PSA system not in place You are not paying for this, so it does not appear as a saving. You are carrying the risk of not having it. Buying it separately would cost about $3,060 a year.	$3,060	medium
NOC or network monitoring not in place You are not paying for this, so it does not appear as a saving. You are carrying the risk of not having it. Buying it separately would cost about $11,730 a year.	$11,730	medium
After-hours and on-call cover not in place You are not paying for this, so it does not appear as a saving. You are carrying the risk of not having it. Buying it separately would cost about $18,000 a year.	$18,000	medium
SOC or security staff not in place You are not paying for this, so it does not appear as a saving. You are carrying the risk of not having it. Buying it separately would cost about $10,404 a year.	$10,404	medium
Vulnerability scanning not in place You are not paying for this, so it does not appear as a saving. You are carrying the risk of not having it. Buying it separately would cost about $2,500 a year.	$2,500	medium
Penetration testing not in place You are not paying for this, so it does not appear as a saving. You are carrying the risk of not having it. Buying it separately would cost about $20,000 a year.	$20,000	medium
Compliance monitoring platform not in place You are not paying for this, so it does not appear as a saving. You are carrying the risk of not having it. Buying it separately would cost about $25,704 a year.	$25,704	medium
Cloud or offsite storage not in place You are not paying for this, so it does not appear as a saving. You are carrying the risk of not having it. Buying it separately would cost about $1,800 a year.	$1,800	medium
BDR appliance not in place You are not paying for this, so it does not appear as a saving. You are carrying the risk of not having it. Buying it separately would cost about $11,000 a year.	$11,000	medium

GAP	COST TO CLOSE IT YOURSELF	SEVERITY
More than one way to reach support Each route keeps its own record, or none. Service levels cannot be measured across routes that do not see each other.	not priced	medium
No round-the-clock cover Support runs business hours only — roughly 45 of the 168 hours in a week. Incidents outside those hours wait. Staffing it internally would take about 3.69 more roles; buying cover in is the cheaper route and is priced below.	not priced	medium
Organization-wide HIPAA risk analysis not in place The analysis spans administrative, physical and technical safeguards, so it is broader than IT and is not priced above. The platform supplies the technical evidence for it — vulnerability assessment, penetration testing and continuous control monitoring — but the policies, workforce and physical safeguards remain yours. It is also what OCR enforces on: nearly every recent settlement comes back to a missing or inadequate analysis.	not priced	medium

Where you are exposed today

Services Riverside Family Medicine does not currently have. These are reported as exposure, not as savings — the comparison does not credit anyone for costs they are not incurring. **A line left blank on the intake counts as a service not in place**, which the form states before any answer is given.

Ticketing or PSA system	Not in place
RMM and monitoring tools	Not in place
NOC or network monitoring	Not in place
After-hours and on-call cover	Not in place
SOC or security staff	Not in place
Vulnerability scanning	Not in place
Penetration testing	Not in place
Compliance monitoring platform	Not in place
Awareness training and phishing tests	Not in place
Cloud or offsite storage	Not in place
BDR appliance	Not in place
Failover and disaster recovery service	Not in place

Backup storage position

Allowance generated by your environment	39 TB
Storage in use	6 TB
Position	+33 TB headroom

Cyber warranty

The MedAssist platform includes a $500,000 cyber warranty at no additional cost, for a one-year renewable warranty period. The underwriter is named in the Customer Limited Warranty Agreement provided with your service agreement.

Your qualification

Remote Monitoring & Management on all endpoints	Missing
Endpoint Detection & Response on all endpoints	In place
Security Awareness Training on all staff	Missing
Business Continuity & Disaster Recovery on all systems	Missing
Multi-Factor Authentication on all inboxes	Missing

Does not currently qualify

Not in place:

- Remote Monitoring & Management on all endpoints
- Security Awareness Training on all staff
- Business Continuity & Disaster Recovery on all systems
- Multi-Factor Authentication on all inboxes

All five requirements must be met across your entire environment. They are the tools and services set out in the warranty Attestation, and payment depends on every one of them being deployed and configured at the time of an incident. Coverage remains subject to the sub-limits, conditions and exclusions in the Customer Limited Warranty Agreement.

What it pays, by category

Category limits are part of, not in addition to, the $500,000 aggregate.

Cyber insurance deductible or retention	$250,000
Data recovery	$150,000
Business interruption and extra expense	$150,000
Incident response	$100,000
ACH or wire transfer loss	$75,000

Ransom payment	$50,000
Instant fund access	$10,000
Maximum aggregate	**$500,000**

Keep your insurance policy.

The warranty is not insurance and does not replace, modify or supersede any policy you hold. Its single largest category reimburses your insurance deductible — which requires you to hold a policy, claim on it, and satisfy the deductible. The warranty is therefore worth more to a client who carries insurance, not less. Speak to your broker before changing any coverage.

Who is watching it

Riverside Family Medicine has the tools. Nobody is reading what they report.

Security operations center is not in place, so the following run unattended:

- Endpoint Detection & Response on all endpoints

These are the same requirements that qualify you for the warranty. Deploying them and operating them are different things, and the warranty depends on the first.

What the Security Rule asks of you

OBLIGATION	CITATION	STATUS
Information system activity review "Implement procedures to regularly review records of information system activity, such as audit logs, access reports, and security incident tracking reports."	45 CFR 164.308(a)(1)(ii)(D)	REQUIRED
Response and reporting "Identify and respond to suspected or known security incidents; mitigate, to the extent practicable, harmful effects of security incidents that are known to the covered entity."	45 CFR 164.308(a)(6)(ii)	REQUIRED

HIPAA does not require a security operations center, and nothing here says it does. It requires that system activity is reviewed and that incidents are identified and responded to. Alerts nobody reads satisfy neither.

This is the difference between a technology stack and a platform.

MedAssist provides the tools and the people who run them: a staffed network operations center and a staffed security operations center, around the clock. Most practices carry the tools and expect their own staff to cover the rest.

Where you stand with the Security Rule

Riverside Family Medicine does not currently meet 4 of the 6 obligations the Security Rule names.

Each of these is something HIPAA requires whether or not a cyber warranty exists. The service on the left is what satisfies it; the obligation on the right is what the rule calls it.

SERVICE	OBLIGATION	STATUS
Backup software	Data backup plan "Establish and implement procedures to create and maintain retrievable exact copies of electronic protected health information." — 45 CFR 164.308(a)(7)(ii)(A)	in place
Failover and disaster recovery service	Disaster recovery plan "Establish and implement procedures to restore any loss of data." — 45 CFR 164.308(a)(7)(ii)(B)	not in place
Awareness training and phishing tests	Security awareness and training "Implement a security awareness and training program for all members of the workforce." — 45 CFR 164.308(a)(5)	not in place
Organization-wide HIPAA risk analysis	Risk analysis "Conduct an accurate and thorough assessment of the potential risks and vulnerabilities to the confidentiality, integrity and availability of electronic protected health information." — 45 CFR 164.308(a)(1)(ii)(A)	not in place
Endpoint protection or EDR	Protection from malicious software "Procedures for guarding against, detecting and reporting malicious software." — 45 CFR 164.308(a)(5)(ii)(B)	in place
Multi-factor authentication and identity	Person or entity authentication "Implement procedures to verify that a person or entity seeking access to electronic protected health information is the one claimed." — 45 CFR 164.312(d)	not in place

"Conduct an accurate and thorough assessment of the potential risks and vulnerabilities to the confidentiality, integrity and availability of electronic protected health information held by the covered entity." — 45 CFR 164.308(a)(1)(ii)(A)

SAFEGUARDS	COVERS	PLATFORM
Administrative safeguards 45 CFR 164.308	Policies, workforce training and sanctions, access management, business associate agreements, contingency planning	partly

SAFEGUARDS	COVERS	PLATFORM
Physical safeguards 45 CFR 164.310	Facility access, workstation siting, device and media disposal	no
Technical safeguards 45 CFR 164.312	Access control, audit controls, integrity, authentication, transmission security	yes

A risk analysis is an assessment of your whole organization, not of your technology. The platform delivers the technical third of the evidence and delivers it continuously rather than annually — which is the part most practices are weakest on. It does not replace the analysis itself.

Where an obligation is marked *addressable* rather than *required*, that does not mean optional — it means implement it, or record in writing why an equivalent measure is reasonable for Riverside Family Medicine and implement that instead.

What the rule asks of you

These are your obligations, not your vendors'

HIPAA obligations rest with you, not your software vendors. Your EHR can be entirely HIPAA-compliant while your own IT is not, because the backup plan, the disaster recovery plan, the risk analysis, the training program and the access controls are all yours.

The warranty is evidence, not the requirement.

No part of HIPAA requires cyber insurance or a cyber warranty. The warranty is not the obligation — it is evidence that the requirements behind it are met. Because an underwriter checks the same things the Security Rule requires, failing the warranty check usually means failing the rule as well.

What non-compliance costs

What OCR can impose

Statutory ranges, not a prediction about Riverside Family Medicine. The annual caps shown are the lower per-tier limits OCR applies under its 2019 enforcement-discretion notice; the statutory cap for every tier is $2,190,294.

CULPABILITY	PER VIOLATION	ANNUAL CAP
Did not know	$145–$73,011	$36,505
Reasonable cause	$1,461–$73,011	$146,053
Willful neglect, corrected	$14,602–$73,011	$365,052
Willful neglect, not corrected	$73,011–$2,190,294	$2,190,294

OCR's Risk Analysis Initiative is the dominant enforcement theme. Nearly every 2025 and 2026 settlement comes back to a missing or inadequate security risk analysis, usually surfaced by a ransomware or phishing breach.

Riverside Family Medicine does not have 3 of these:

- Organization-wide HIPAA risk analysis
- Awareness training and phishing tests
- Multi-factor authentication and identity

45 CFR 160.404, HHS inflation adjustment effective 28 January 2026. OCR Notice of Enforcement Discretion, April 2019

Where the rule is heading

A proposed overhaul of the Security Rule would make multi-factor authentication explicitly mandatory, require annual risk analysis and penetration testing, and remove the distinction between required and addressable safeguards altogether.

It is proposed, not law. Still proposed as of mid-2026 and not enforceable. The comment period closed in March 2025 and final action is currently targeted for 2027, which may shift again. Source: HHS Notice of Proposed Rulemaking, 45 CFR Parts 160 and 164 (RIN 0945-AA22).

Citations are to HIPAA Security Rule, 45 CFR Part 164, Subpart C. Nothing here is legal advice and this page is not a compliance assessment. It maps what you told us to the obligations each corresponds to.

Proposed scope and phasing

Onboarding takes four days; each wave then takes seven, and the waves run back to back — so Riverside Family Medicine is fully handed over in **25 days**. Nothing is switched off until its replacement is running.

Onboarding is charged once: $4,900. 90 workstations at $50 and 4 servers at $100. It is **not** in the annual comparison, because it is not an annual cost — the first year is $103,060, every year after that $98,160. At the saving shown, it is recovered in about 10 days.

Cover attaches as each wave completes. From day 11 an incident originating on a server is covered; from day 18, one originating on a workstation. A device not yet reached is not covered — the same rule that applies to any partial rollout, and the reason the waves run back to back rather than with gaps between them.

SCOPE	QUANTITY	ANNUAL
Workstations	90	$86,400
Servers	4	$9,600
VoIP handsets	90	$2,160
Switches, routers and firewalls	9	Included
Wireless access points	14	Included
Total		**$98,160**

Phasing

A phased rollout closes the highest risk first and spreads the commitment.

WAVE	SCOPE	INDICATIVE
Onboarding Days 1–4	Contract, kick-off, discovery and agent deployment. Nothing changes on your network yet.	$4,900 one-time
Wave one Days 5–11	Servers, security stack and warranty activation. **Servers are covered from day 11.**	$9,600
Wave two Days 12–18	Workstations, with support transition and end-user training. Workstations are covered from day 18.	$86,400

WAVE	SCOPE	INDICATIVE
Wave three Days 19–25	Handsets, network devices and full support handover. Everything is covered from day 25.	$2,160
Total once all three are complete		**$98,160**

Annual figures at published rates, not one-off costs — each wave adds its lines to the running total. The three together are the full platform price.

What we need from you

- Remote and, where necessary, onsite access to your network and devices
- A named point of contact as primary liaison
- Staff participation in security awareness training and phishing simulations
- Notice of infrastructure or device inventory changes
- Agreed change windows for each wave

Evaluation period

The first 120 days following the go-live date form an evaluation period, with review points at 30, 60 and 90 days. Terms are set out in full in the MedAssist service agreement.

Important information

Estimate

This analysis is directional, based on information supplied by the client, and is not a quotation. Pricing is subject to a formal proposal and an executed service agreement.

Cyber warranty

The cyber warranty is provided through a third-party underwriter named in the Customer Limited Warranty Agreement. It is not an insurance policy and is not intended to replace, modify or supersede any insurance policy you hold. Neither the underwriter nor MyConnectSolutions is providing insurance or legal advice. You should not cancel or change any existing insurance policy, or decline to purchase insurance, on the basis of this warranty. Coverage is subject to the conditions, exclusions and per-category sub-limits set out in the Customer Limited Warranty Agreement, which is provided with your service agreement. Speak to your insurance agent or broker about your specific needs.

No professional advice

This report is not legal, insurance, tax or accounting advice. We recommend independent review before acting on it.

Confidentiality

Prepared for Riverside Family Medicine. Contains proprietary information of MyConnectSolutions, Inc.

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