



**TACTICAL**<sup>®</sup>  
BACK OFFICE PERSONNEL



# TBO Remote Staffing Security Protocols

**Enterprise-Level Infrastructure.  
Built for Compliance.  
Backed by Experts.**

At Tactical Back Office, we understand that in healthcare, security is never optional; it's essential. That's why we've built a data security infrastructure that not only meets regulatory requirements but also provides clients with peace of mind, operational continuity, and full transparency. We've organized our safety framework into three core pillars:

## 1. California-Based Infrastructure

Our physical headquarters anchors all remote activity through enterprise-grade systems and controls.

## 2. Remote Access Protocols

Every connection is governed by strict, layered safeguards that ensure only authorized users gain access.

## 3. Staff Training

Security is a shared responsibility. We invest in consistent, real-world training and proactive IT oversight to keep every team member vigilant.

**This tri-level approach is how we protect what matters most:  
your data, your operations, and the patients who depend on you.**

## 1. California-Based Infrastructure

Our California-based control center is the digital backbone of every remote session.

Component	What It Does	Why It Matters to You
<b>Windows Hyper-V Virtual Server</b>	Hosts all remote desktops and apps within secure, isolated environments.	Centralized control prevents data sprawl and simplifies compliance audits.
<b>Redundant Backups (Onsite &amp; Cloud)</b>	Dual-path backups for every server snapshot.	Ensures data recovery in minutes after a ransomware attack or system failure.
<b>Domain-Joined Workstations</b>	Every user logs into a centrally managed identity system.	Enables controlled access, instant revocation, and auditable user activity.
<b>Sophos Intercept X Security</b>	Protects endpoints with AI-powered threat detection.	Reduces risk of breaches and zero-day threats—protection you'd expect in hospitals.
<b>Office 365 Secure Email</b>	Encrypted mail flow with integrated identity policies.	Keeps patient data and internal communication safe from phishing and interception.

## 2. Remote Access Protocols

Remote doesn't mean exposed. Every entry point is authenticated, encrypted, and monitored.

Feature	What It Does	Why It Matters to You
<b>Dedicated Remote Terminals</b>	Staff connect only through virtual terminals located in our U.S. office.	Provides physical-level security, even for offshore talent.
<b>Static IP Enforcement &amp; DNS Sync</b>	Only known IP addresses may access systems.	Prevents "spoofed" connections or unauthorized third-party logins.
<b>TBO-Managed Cloud Platform Access</b>	We control how staff use tools like Google Drive, SharePoint, and Dropbox.	You avoid shadow IT risks and maintain oversight of your data.
<b>Two-Factor Authentication (2FA)</b>	All system access requires a second form of verification.	Blocks 99.9% of credential-based breaches, according to Microsoft.
<b>VPN On Demand</b>	Available for extra encryption layers.	Ideal for client projects involving PHI or sensitive R&D documentation.

### 3. Staff Training

Great tech is only as strong as the people behind it.

Capability	How it Works	Why It's Valuable to You
<b>Regular Security Training</b>	Live, scenario-based workshops are conducted throughout the year.	Your offshore staff are as trained and aware as your in-house team.
<b>In-House IT Oversight</b>	A dedicated team configures and monitors every system daily.	Potential threats are caught early, before they escalate into problems.
<b>Third-Party Specialists</b>	Called in for mission-critical upgrades or incidents.	You benefit from a "bench" of enterprise-grade expertise without the full-time cost.

#### What This Means for You: The Client View

##### Regulatory Confidence:

We align with best practices that support HIPAA compliance.

##### Business Continuity:

Fast recovery systems mean zero downtime—even in emergencies.

##### Operational Control:

You can onboard, manage, and offboard staff securely, without touching infrastructure.

##### Client Alignment:

Already have a protocol? We'll follow it. Need one? Ours is built to scale with you.

Should you have any questions or need further clarification on how our security protocols can benefit your business, don't hesitate to reach out. We're here to ensure that every remote session is not only efficient but also secure, providing the peace of mind you deserve.



**Let Us Find your Next Employee**

**LET'S TALK!**