

## College of Physicians & Surgeons of Nova Scotia at a Glance

- Regulatory body in Nova Scotia
- No. of staff: 33
- TitanFile client since: 2015
- User adoption rate: 100%
- [www.cpsns.ns.ca](http://www.cpsns.ns.ca)



**“I can’t believe how TitanFile just fell into my lap. It was everything we needed as it met all of our security and compliance needs, addressed all of our use cases, and the team was able to set up everything in record time.”**

**Ann Chipman**  
IT Manager

## How TitanFile enabled the CPSNS to exchange and store confidential files more efficiently, while improving security and compliance



### About the College of Physicians & Surgeons of Nova Scotia (CPSNS)

The College of Physicians & Surgeons of Nova Scotia serves the public by regulating the province’s medical profession in accordance with the Medical Act and its regulations. All physicians in Nova Scotia must be licensed by the College in order to practice medicine in the province.

To effectively enforce high standards of medical practice and ethical conduct in Nova Scotia, the College continuously seeks new technologies that allow for more secure and efficient collaboration between the College, and its committee and council members.

### The Challenge

The College regularly shared sensitive documents and other correspondence with its committee and council members. Previously, this information was shared via email or given to members in the form of hardcopy packages. Members carried these packages with them in suitcases or stored them on CDs and USBs which posed several challenges:

- Emails did not encrypt informations
- Paper documents, CDs, and USBs could easily be misplaced
- It was inconvenient to carry files from one location to another
- Compliance with PIPEDA could be improved

The College needed a new solution that would improve the way its committee and council members received, sent, and stored confidential information. The goal was to provide members with a secure, PIPEDA-compliant, cloud-based platform that enabled them to access their files from anywhere and communicate with the college at any time.



**“ I remember thinking ‘TitanFile can’t be this easy to use.’ But it was. Onboarding new employees only takes 5 minutes and it really shows just how intuitive TitanFile really is. ”**

**Ann Chipman**  
IT Manager

**Interested in learning more about TitanFile?**

**Book a demo at:**  
[titanfile.com/book-a-demo](https://titanfile.com/book-a-demo)

### **About TitanFile**

TitanFile is an award-winning secure messaging and file sharing platform for external correspondence among professionals, their support staff and clients. TitanFile is as easy to use as email, resulting in increased efficiency, cost savings and higher customer satisfaction while improving security and compliance.

## **The Solution**

The College chose TitanFile as the winning solution because it was equipped with state-of-the-art security features, exceptionally easy to use, and met all of the College’s compliance needs.

TitanFile ensured that all confidential files and messages exchanged within the organization or with outside parties were encrypted in transit and at rest. All activity was tracked in detailed audit logs.

In addition, the College was very impressed at how using TitanFile was really no different than using email. Onboarding new committee and council members took only 5 minutes before they could start using the intuitive platform to access files virtually and exchange them securely.

## **The Result**

The College of Physicians and Surgeons of Nova Scotia now has a 100% user adoption rate of TitanFile and its staff is continuously finding new ways to utilize the platform. From sharing packages of documents with committee members, to collaborating on meetings and managing complaints, the College trusts TitanFile to address all secure file sharing and collaboration use cases.

The success of the TitanFile deployment was indicated by: staff usage and feedback, increased convenience and efficiency, and reduced risk:

### **1) Staff usage and feedback**

The first thing committee and council members do at the beginning of their work day is log into TitanFile to check for updates. The members use TitanFile daily and love how easy it is to use.

### **2) Increased convenience and efficiency**

Members no longer need to carry packages of documents with them or keep them on CDs or USBs, but instead have instant access to all of their files by logging into TitanFile’s web application from anywhere.

### **3) Reduced risk**

All confidential files and messages are now transferred and stored on TitanFile, which automatically encrypts data and stores it in secure data centers in Canada.