



3M Health Information Systems

3M™ 360 Encompass™ System in the cloud

FAQs

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Overview questions

What is 3M™ 360 Encompass™ System in the cloud?

A: 3M 360 Encompass is now available in the cloud. The cloud solution offers a software as a service (SaaS) experience for clients, with a zero-touch, predictable experience. Key advantages of cloud hosting include:

- **Significant reduction in information technology (IT) burden:** One client experienced an 85 percent* reduction in IT burden of ownership compared to the on-premises version of 3M 360 Encompass. The 3M cloud operations team takes care of the maintenance, management and 24x7x365 monitoring of the 3M 360 Encompass infrastructure and application.
[*Boone Health case study](#)
- **3M subject matter expertise:** 3M application management services is an add-on service. A 3M application engineer is assigned to the client account to perform application administration responsibilities.

What products does 3M host along with 3M 360 Encompass in the cloud?

A: All products in the 3M 360 Encompass family can be hosted with 3M 360 Encompass in the cloud including: 3M 360 Encompass, **3M™ Coding and Reimbursement System (CRS)**, **3M™ 360 Encompass™ Clinical Documentation Integrity (CDI)**, **3M™ 360 Encompass™ Computer-Assisted Coding**, **3M™ 360 Encompass™ Professional System**, **3M™ 360 Encompass™ Audit Expert System** (including **3M™ 360 Encompass™ Audit Expert System – Inpatient Prebill Review** and **3M™ 360 Encompass™ Audit Expert System – Code Audit**) and **3M™ 360 Encompass™ MD System**. Additionally, 3M can host **3M™ M*Modal CDI Engage One™** which integrates with 3M 360 Encompass.

Is 3M 360 Encompass in the cloud available for existing 3M 360 Encompass clients or only new 3M 360 Encompass clients?

A: 3M 360 Encompass in the cloud is available for both new and existing 3M 360 Encompass clients.

How is 3M 360 Encompass in the cloud different than 3M 360 Encompass on-premises?

A: 3M 360 Encompass in the cloud is a cloud-based version of 3M 360 Encompass and has three major differences compared to on-premises 3M 360 Encompass.

1. 3M provides a single tenant virtual private cloud within Amazon Web Services (AWS) that is connected to the client's data center through either a virtual private network (VPN) connection or an AWS Direct Connect connection. This connection needs to be able to connect to where the virtual or physical user workspace (for example: Citrix, VMWare Horizon®, VDA) is located. The user workspace may be located within the client's data center, a third-party data center or in a public cloud environment. The workflow for 3M 360 Encompass in the cloud is the same as on-premises. The coding users will access their electronic health record (EHR) and launch 3M 360 Encompass from their EHR workflow. CDI users will directly launch 3M 360 Encompass from a URL.
2. User authentication is configured differently. For 3M 360 Encompass in the cloud, 3M uses federated authentication which integrates with the client's identity provider (for example: Azure AD, Imprivata, Ping, Okta). If the client does not use a third-party identity provider, then we can use active directory federation services (ADFS) with its in-house active directory. In either case, SAML2.0 is supported for federated authentication.

3. 3M 360 Encompass cloud services require the use of a 3M remote integrator for data transfer between the client's data center and the 3M cloud. This is the same remote integrator used with Connexion for 3M M*Modal clinical solutions. The client will need to provide a virtual Windows server for 3M to install the 3M remote integrator. The 3M remote integrator ensures all data is encrypted before the data leaves the client's data center and is the 3M interface technology with all 3M cloud solutions.

When clients move to 3M 360 Encompass in the cloud, is there any difference in the functionality, workflow or look and feel of 3M 360 Encompass?

A: 3M 360 Encompass in the cloud will function just as it does when installed on-premises with a few limitations. Use of reference pointers for document retrieval from third-party content management systems such as OnBase® is not supported. All documents and images should be sent to 3M as Base64 encoded in HL7. The 3M team works closely with the Hyland OnBase team to make this the standard for documents sent from OnBase. OnBase fully supports the use of Base64 embedded documents and images in HL7 and has made this standard for all deployments.

How long does it take to migrate on-premises 3M 360 Encompass to 3M 360 Encompass in the cloud?

A: Though the standard migration plan is six weeks, due to local/client dependencies, a typical migration can range from three to six months. The migration time has several critical path activities: implementing the VPN connection, setting up the federated authentication for the client's users, installing the 3M remote integrator and routing the interfaces. Once 3M receives the contract and the 3M cloud operations team receives a work order, the 3M 360 Encompass in the cloud environment can be built in less than two weeks. The 3M team manages the project, and client dependency on testing or other project priorities should be accounted for when estimating the migration timeline.

Does 3M offer service level agreements (SLAs) with 3M 360 Encompass in the cloud?

A: Yes, 3M offers 99.9 percent system uptime in our contracts with penalties. Due to cloud provider partnerships, 3M is limited to 99.9 percent. 3M also has a recovery point objective (RPO) of one hour and a recovery time objective (RTO) of two hours. This means that in the event of a disaster, our clients would only lose up to one hour of data, and 3M can completely restore the entire 3M 360 Encompass in the cloud system in two hours or less.

Does 3M host 3M™ Core Grouping Software (CGS) in addition to 3M 360 Encompass in the cloud?

A: No, 3M does not host 3M CGS in the 3M cloud. This is a 3M legacy product and clients should consider implementing 3M™ Grouper Plus Content Services (GPCS) if they want to move to a cloud-based product.

Does 3M host 3M™ Health Data Management (HDM) in addition to 3M 360 Encompass in the cloud?

A: 3M HDM in the cloud is now available as an early-adopter beta offering.

Is 3M 360 Encompass in the cloud available for clients outside of the U.S.?

A: Yes, 3M is able to provide 3M 360 Encompass in the cloud in the Australian and Canadian AWS regions. Other regions are being evaluated.

Technical questions

Who updates the 3M applications for 3M 360 Encompass in the cloud?

A: The 3M cloud operations team owns 3M application updates and hot fixes. This includes smoke tests, functional tests and ensuring all services and interfaces are fully operational prior to releasing the system to the designated client contact for client-side end-to-end testing using validation scripts.

How are updates/patches completed?

A: 3M 360 Encompass in the cloud has a weekly two-hour maintenance window that is used to run 3M application updates, hot fixes, operating system (OS) patches, AWS upgrades, etc. For 3M application updates, the 3M team will update all client test systems at 9 a.m. (ET) on the day of the code release (usually a Thursday).

After the 3M team completes the update and validation, the client's designated contact will conduct validation testing prior to the production update. On the subsequent Wednesday, between 6 and 8 p.m. (client time zone), the production system will be updated and validated by the client and 3M, then released to the end users. All patching and maintenance will follow a similar schedule. A client may select a different upgrade group by opting into a different U.S. time zone, which offers some flexibility in the time the production updates are run.

Do clients have to implement every 3M update?

A: Our best practice recommendation is to stay current on the latest regulatory version of 3M software, so clients will have the option to install every 3M application update. It is possible for a client to opt out of a release cycle for business reasons, such as the timing of a major EHR upgrade. However, 3M discourages being behind beyond a single release.

Does it matter where the client's data center is located?

A: No, clients can have all assets (for example: Citrix, EHR and interface engine) located in their own data center, a third-party data center or a combination thereof. For example, 3M has clients who use Epic on-premises, Epic-hosted by Epic, Epic-hosted in AWS, Epic-hosted in Azure, Cerner on-premises, Meditech on-premises, Meditech-hosted in Google Cloud, among others.

Will 3M host other third-party applications?

A: No, 3M cloud services will not host other vendor applications.

Is 3M only offering 3M 360 Encompass in the cloud on AWS?

A: Yes, currently AWS is our cloud vendor of choice.

What type of VPN or connection options can a client use if they do not want to use the 3M standard connection?

A: 3M will leverage a site-to-site VPN using the client's VPN appliances. If the client's virtual workspaces (for example: Citrix/VDI) are located in a public cloud like Azure or Google Cloud, 3M can create a VPN to their account in Azure or Google Cloud. If the client's virtual workspaces are in AWS, then 3M can use AWS PrivateLink to connect the two accounts. Some clients may already have AWS assets and may also be using an AWS Direct Connect connection to AWS. 3M can also use this existing AWS Direct Connect for our connection.

Do 3M clients need to implement a separate dedicated broadband circuit for 3M 360 Encompass in the cloud?

A: No, most clients already have redundant internet circuits with enough bandwidth to accommodate the user activity for 3M 360 Encompass in the cloud. Our standard configuration uses the client's existing internet circuits. In the event that a client does not have the available bandwidth for 3M 360 Encompass in the cloud, 3M can work with a vendor partner to install dedicated broadband circuits to the client's data center.

Does the Epic Hyperdrive conversion change for 3M 360 Encompass in the cloud versus 3M 360 Encompass on-premises?

A: Clients launch 3M 360 Encompass in the same way for both on-premises and cloud versions, so all of the configuration and testing that occurs in the client's data center still needs to be done with 3M 360 Encompass in the cloud. The 3M cloud operations team will take care of all the server evaluations and configurations for the 3M 360 Encompass in the cloud servers, somewhat reducing the client's IT burden and allowing the client's IT team to focus on the virtual workspaces (for example: Citrix/VDI) in their data center.

Security questions

Is 3M 360 Encompass in the cloud secure?

A: Yes, security is our top priority. 3M 360 Encompass is secure by design and all data is encrypted in transit and at rest. 3M uses a powerful combination of the industry's top security tools to secure our AWS environment. All 3M 360 Encompass in the cloud communication is encrypted with transport layer security (TLS) 1.2. The 3M remote integrator ensures all HL7 data is encrypted in the client's data center before it leaves their data center. Furthermore, our VPN requirement also adds another layer of security as this is the only connection to 3M 360 Encompass in the cloud. 3M 360 Encompass in the cloud is not available via the public internet.

Is 3M 360 Encompass in the cloud a single tenant system?

A: Yes, 3M 360 Encompass in the cloud uses the same single tenant database design as 3M 360 Encompass on-premises. Each client is assigned a separate AWS account with their own AWS Virtual Private Cloud (VPC) that is separate from other clients.

Does 3M conduct regular penetration testing?

A: Yes, 3M conducts annual penetration testing (or pen tests) of our cloud environment using a third-party partner. 3M also routinely conducts dynamic application security testing (DAST) scanning to find any application-level vulnerabilities.

Does 3M have System and Organization Controls 2 (SOC 2) certification for 3M 360 Encompass in the cloud?

A: Yes, SOC 2 certification is available and can be provided on a case by case basis. SOC 3 can be used for initial conversations.

Can clients ask for a security review?

A: Please contact your client technology executive (CTE) for assistance with security questions. You can also submit a security review request to the Security Intake SharePoint where reports are available on the portal to track requests.

General cloud questions

What is a public cloud?

A: The public cloud is defined as computing services offered by third-party providers over the public internet, making them available to anyone who wants to use or purchase them. This allows clients to pay only per usage for the central processing unit (CPU) cycles, storage or bandwidth they consume.

Unlike private clouds, public clouds can save companies from the expensive costs of having to purchase, manage and maintain on-premises hardware and application infrastructure. The cloud service provider is held responsible for all management and maintenance of the system. Public clouds can also be deployed faster than on-premises infrastructures and with an almost infinitely scalable platform.

Public cloud providers include AWS, Microsoft Azure, Google Cloud Platform and Oracle Cloud, among others.

What is software as a service (SaaS)?

A: Software as a service (SaaS) is a software distribution model in which a service provider hosts applications for clients and makes them available to these clients via the internet. Clients may use terms like SaaS, application service provider (ASP), cloud-based, etc. to describe vendor-hosted solutions. Technically, 3M 360 Encompass in the cloud is not available via the public internet since 3M requires a VPN or other cloud connection, but we do describe 3M 360 Encompass in the cloud as providing a SaaS experience.



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Published 03/24
70-2011-9550-3