



INDUSTRY:
Nonprofit | Healthcare
Behavioral Health

CORETEK SOLUTIONS:
Microsoft 365
Azure Cloud
Endpoint Management
Security & Compliance
Managed Services
AI Roadmap Planning

CASE STUDY

Scalable, Secure Microsoft Cloud Infrastructure for Government Compliance

OVERVIEW

The Behavioral Health Alliance of Rural Pennsylvania (BHARP) supports behavioral health services across many counties and needed a secure, scalable IT foundation to ensure HIPAA compliance and future innovation. Partnering with Coretek, BHARP modernized its legacy systems by migrating to Microsoft cloud services, implementing secure data hosting, endpoint management, and ongoing managed services—transforming Coretek from a vendor into a strategic advisor for long-term growth and AI adoption.

THE CHALLENGE

BHARP had a growing need to unify and secure its IT operations while maintaining government-level compliance across platforms. As a behavioral health organization handling sensitive data, the stakes for uptime, privacy, and regulatory alignment were especially high.

Prior to partnering with Coretek, BHARP faced several challenges:

- Lack of a unified, compliant cloud infrastructure
- Siloed systems that created inefficiencies in workforce collaboration
- A need for stronger device management across remote teams
- Limited internal IT resources to keep up with evolving compliance and security threats
- Interest in exploring AI and advanced analytics, but there is no clear roadmap to get there

With these challenges in mind, BHARP sought a partner who could offer not only the best-in-class cloud infrastructure but also trusted, proactive guidance through a complex and evolving digital landscape.

THE SOLUTION

Microsoft 365 & Productivity Tools

Empowered BHARP's workforce with secure, cloud-based productivity and collaboration tools—including Teams, Outlook, and SharePoint—enabling better communication across departments and remote access for distributed teams.

Endpoint & Device Management

Provided centralized management of devices across the organization, giving IT greater visibility and control while improving the employee experience.

Secure Azure Data Hosting

Coretek migrated BHARP's critical workloads to Microsoft Azure.Gov, enabling scalable, compliant cloud infrastructure that supports day-to-day operations while meeting HIPAA and other regulatory requirements.

Compliance-Driven Managed Services

With Coretek's security-first managed services and Microsoft Premier Support escalation, BHARP now operates on a fully monitored platform—reducing IT burden while ensuring regulatory alignment.

Business Associate Agreement (BAA)

Coretek supports BHARP under a formal BAA, reinforcing their commitment to safeguarding PHI and enabling peace of mind in a highly sensitive operational environment.

"They cover us with the BAA across all services—managing our devices, providing a productivity platform, data hosting, and compliance operations. I can't think of another vendor that provides us this kind of value. It's just huge."

— **Bob Zipf**
IT Leader at BHARP



“Some stuff we’re ready for. Some stuff is great to keep in mind for down the road. Coretek helps us stay informed and make the right decisions at the right time.”

— **Bob Zipf**
IT Leader at BHARP

“This has been a breath of fresh air. I can guarantee you that for certain.”

— **Bob Zipf**
IT Leader at BHARP

CORETEK PARTNERSHIP

BHARP’s team describes Coretek as more than a vendor—they view the relationship as a strategic partnership. While BHARP has no direct relationship with Microsoft, they rely heavily on Coretek to stay up to date on emerging technologies, new platform capabilities, and long-term planning.

Coretek’s long-standing relationship with Microsoft, and designation as one of just three **Global Microsoft AI Partners**, gives BHARP a direct line to future innovation—from Copilot to large-scale AI models—within a secure, well-governed framework.

“We see AI helping us be more predictive in our day-to-day work and enabling quicker responses to strategic questions—without needing to pull in our analyst for everything.”

— **Bob Zipf**
IT Leader at BHARP

FUTURE VISION

AI-Powered Insights & Efficiency

Looking ahead, BHARP is exploring how Microsoft AI can help them unlock more value from their extensive claims data and day-to-day operations. With Coretek’s guidance, BHARP is laying the groundwork to adopt AI thoughtfully and strategically balancing innovation with governance.

BHARP’s future roadmap includes:

- Using AI to ask natural language questions and extract insights from claims data
- Freeing up data analysts to focus on long-term, strategic work
- Leveraging Microsoft Copilot to enhance productivity for all staff
- Exploring predictive analytics to inform program planning and service delivery

THE OUTCOME

With Coretek’s support, BHARP now operates on a secure, compliant, and scalable Microsoft foundation—empowering staff, protecting sensitive data, and enabling innovation. The relationship continues to evolve, with Coretek offering advisory and technical guidance on new solutions that align with BHARP’s mission and future goals.



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