



Rainbow Service HDS

Secure collaboration for healthcare

The digital transformation of the healthcare sector is imposing new requirements for security, communication and patient experience. Rainbow Service HDS by Alcatel-Lucent Enterprise meets these challenges by offering a secure cloud collaboration data hosting adapted for French healthcare institutions.

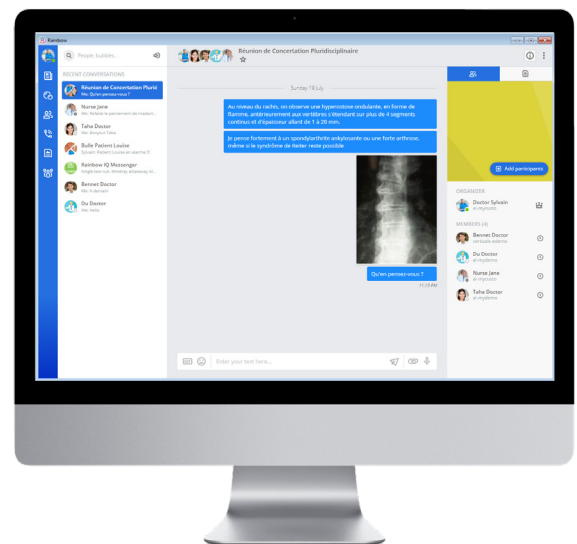
Overview

Rainbow Service HDS is a cloud-based solution developed by Alcatel-Lucent Enterprise and operated exclusively in France in accordance with the GDPR (General Data Protection Regulation). Rainbow is certified as a Healthcare Data Host (HDS) in accordance with Article L1111-8 of the French Public Health Code.

Protected communications and secure data sharing for healthcare professionals

Why choose Rainbow Service HDS?

- Data located in France
- Data confidentiality, integrity and traceability
- Encryption of data in transit and at rest
- Data security and location
- Anonymization of patient data
- No advertising/marketing of data
- Not subject to the Cloud Act (French solution)
- GDPR compliant
- 100% hosting in France
- User account management under the control of hospital IT teams

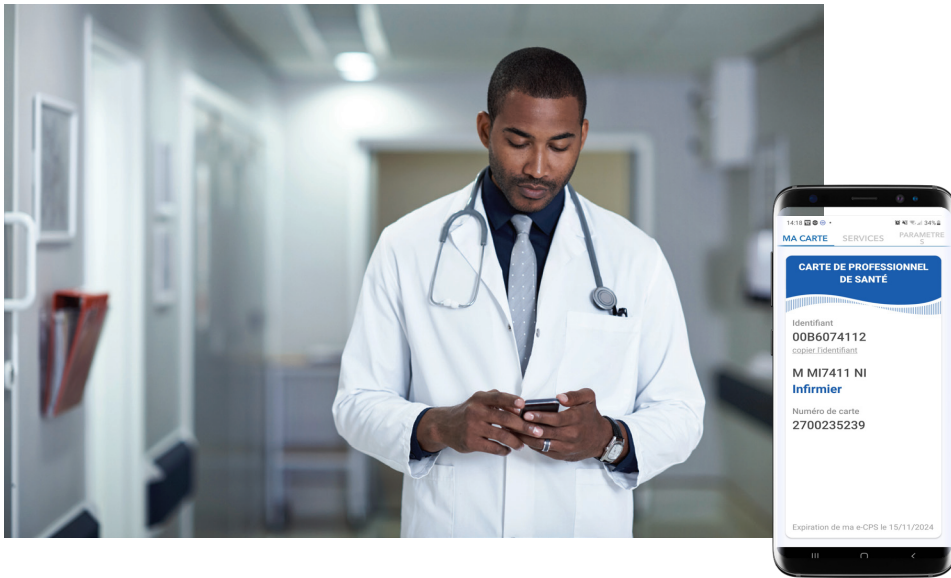


ALE specifies that, within the framework of the HDS Service, there is no transfer of personal health data to any country outside the European Economic Area.

Available services

Rainbow is an integrated unified communications and collaboration (UCC) platform offering:

- All business telephony services on a wide range of phones
- Instant messaging, group chat and file sharing
- Audio/video calls, conferences and click-to-call
- Phone presence and Outlook integration
- Screen sharing, web conferencing and news feeds
- Hybrid deployment (connected to PBX), compatible with PC, Mac and iOS/Android smartphones
- Authentication with ProSanté Connect



Subscription model

Rainbow Business: Provides a subscription per user for individuals and teams who want to improve their everyday communication, whether on-site or on the go, and work productively from home.

Rainbow Enterprise: Provides a subscription per user including all Rainbow Business services plus multi-participant collaboration services, videoconferencing and extended file storage.

Rainbow Attendant: Provides a combination of Business Enterprise features. Includes a powerful software console.

Rainbow Room: Provides a subscription for a meeting room equipped with a large screen for communication and interaction with people inside or outside the company. ALE also offers audio and video equipment kits to equip the meeting room.

Rainbow Alert: Provides a subscription for access to the Rainbow Alert solution, enabling more effective management of critical situations and significantly reducing operating costs by replacing pager systems

Compartmentalization and data protection

Rainbow Service HDS fully complies with the principle of compartmentalization in healthcare facilities, ensuring autonomous and secure data management for each entity while guaranteeing confidentiality, traceability and regulatory compliance.

Each facility has a dedicated, complete Rainbow instance (private cloud) with its own visibility and access. By default, a healthcare institution's visibility is private, but can also be set to closed or isolated. If agreed between institutions, they may share visibility via an EAL administration procedure.

For data protection and to ensure service continuity, the HDS data center is redundant in an active-passive configuration with both data centers located in France. All events and actions are logged automatically. All communication flows (audio, video, IM and files) are encrypted during transfer. Stored data is encrypted and protected by strict access controls and isolation in OVH's secure private cloud.

Solution Sheet

Rainbow Service HDS

Certification

Rainbow Services HDS complies with the HDS certification framework, which is based on international certification standards (ISO 27001:2022/ISO 20000-1:2012/ISO 27017:2015/ISO 27018:2014) as well as additional requirements. For HDS certification, ALE International underwent a document audit and an on-site audit, as well as annual surveillance audits and renewal audits every three years.

The Rainbow Service HDS solution has been certified across all levels of the HDS standard (1-6) based on the managed services activities of Rainbow Service HDS and the hosting services of OVH HDS, certified as a Physical Infrastructure Host and Managed Services Host.

HDS Certification: 6 activities & 2 certificates



The Rainbow Service HDS certification is valid until 2027. Details of the certification are specified in the certification documents issued by AFNOR Certification and COFRAC. An update of the approval to comply with the 2024 V2 Reference System is currently underway.

Use cases

Rainbow Service HDS meets the following requirements of healthcare institutions:

- Intuitive communication: Chat, calls and screen sharing, accessible on mobile devices
- Work groups: coordination of departments and sharing of medical files (DICOM, X-rays, etc.)
- Online meetings: Rainbow Room for videoconferencing with compatible equipment
- Persistent alerts: Emergency messaging for medical teams
- Information channels: Targeted dissemination of instructions or notifications

For a comprehensive overview of the various Rainbow licenses, please refer to our [Rainbow solution sheet](#).