



## Case Study

# Enhancing Email Security for a Fortune 50 Healthcare Company

In the healthcare industry, protecting sensitive customer information is paramount. A Fortune 50 Healthcare Company faced a significant challenge in safeguarding the personal identifiable information (PII) of their customers during email communications. With over 70,000 employees and agents handling numerous customer requests daily, ensuring data security while maintaining efficient communication was a critical concern.



*"It just works. [We have] over a decade of use securely communicating with our clients and partners."*

**UNIFIED COMMUNICATIONS DIRECTOR**

### The Challenge



The healthcare company needed a robust solution to protect customer PII during email exchanges among its vast network of employees and agents. The primary challenges included:

- **Data Protection:** Ensuring that sensitive information was not exposed during email communications.
- **Regulatory Compliance:** Adhering to stringent healthcare regulations such as HIPAA, which mandates the protection of patient information.
- **Scalability:** Implementing a solution that could handle the vast volume of emails and users without compromising performance.

### The Solution



To address these challenges, the company deployed a highly available MailGate environment. This solution secured email communication and ensured regulatory compliance. Key components of the solution included:

- **Highly Available Infrastructure:** MailGate's robust infrastructure ensured continuous availability and reliability, critical for the company's large-scale operations.
- **Strict Policy Management:** Customizable policies allowed the company to enforce rules on email usage, ensuring that all communications met internal and regulatory standards.
- **Content Controls:** Advanced content filtering and encryption mechanisms protected sensitive data from unauthorized access and leaks.
- **User-Friendly Interface:** An intuitive messaging portal that facilitated secure interactions between employees, agents, and customers.

### The Result



The implementation of MailGate resulted in a secure, efficient, and compliant communication system. Key benefits included:

- **Enhanced Security:** The company's email communications were fortified against data breaches and unauthorized access, ensuring the protection of customer PII.
- **Regulatory Compliance:** The solution helped the company adhere to healthcare regulations, significantly reducing the risk of non-compliance penalties.
- **Improved User Experience:** The secure messaging portal was easy to use, enabling employees, agents, and customers to interact seamlessly and securely.
- **Operational Efficiency:** The scalable and reliable MailGate environment supported the company's large workforce, ensuring uninterrupted communication.

**By integrating MailGate into their communication infrastructure, the Fortune 50 Healthcare Company successfully addressed their security challenges, safeguarded sensitive information, and maintained regulatory compliance. This case study highlights the effectiveness of MailGate in providing a comprehensive email security solution tailored to the needs of a large healthcare organization.**

