



National rehabilitation provider selects Egress to secure confidential patient information shared with external third parties

“Every day, Pace Rehabilitation exchanges confidential data with a range of external third parties across the country. We selected Egress Email and File Protection to provide a flexible and secure mechanism for this correspondence and any subsequent classified reports that we send, ensuring confidentiality is maintained between us and the intended (sole) recipient, which is particularly essential in litigation cases.”

Scott Richardson
Business Development Manager
Pace Rehabilitation

Founded in 2003, Pace Rehabilitation provides rehabilitation services related to mobility, acting as a single point of contact between patients and specialists from a range of disciplines, including prosthetics, orthotics, physiotherapy, occupational therapy and counselling. Moreover, as a large proportion of their clients have suffered major trauma, Pace Rehabilitation’s services also extend to liaising with third party insurers regarding referrals, and providing expert opinion and evidence for legal cases.

As this work is heavily reliant upon sharing highly sensitive client information between both individuals and groups of organisations, Pace Rehabilitation identified the need to protect and control this data when in transit.

Remain in control

With unique 'follow the data' control and comprehensive audit logs provided as standard for all Egress encryption services, users remain in control of the information they send electronically, even after it has reached a recipient's mailbox.

Revoke access

Package restrictions and the ability to revoke access enables users to, if necessary, place limitations on what recipients can do with the information that is shared with them.

Defined benefits

"Email and File Protection will bring benefits across all areas of the business, not only increasing patient confidence in the service, and protecting the organisation against potential data breaches and the subsequent ICO fines, but also in providing the efficiency and cost savings that are associated with using electronic communication over physical methods."

For more information about Egress services and solutions contact:

E: info@egress.com

W: www.egress.com

T: +44 (0)871 376 0014

Scott Richardson, of Pace Rehabilitation, explains: "Every day, Pace Rehabilitation exchanges confidential data with a range of external third parties across the country, including patient sensitive legal instructions from barristers, solicitors, insurers and case managers. As a result, we selected Egress Email and File Protection to provide a flexible and secure mechanism for this correspondence and any subsequent classified reports that we send, ensuring confidentiality is maintained between us and the intended (sole) recipient, which is particularly essential in litigation cases."

The first, and currently only, CESG CPA certified email encryption solution, Email and File Protection offers independent UK Government assurance that it is fit for purpose when sharing sensitive information electronically. In addition, with unique 'follow the data' control and comprehensive audit logs provided as standard for all Egress encryption services, users remain in control of the information they send electronically, even after it has reached a recipient's mailbox. In particular, package restrictions and the ability to revoke access enables users to, if necessary, place limitations on what recipients can do with the information that is shared with them. In addition, recipients of Email and File Protection secure messages can reply securely and free of charge.

Speaking about today's announcement, Egress UK Sales Manager Kelly McCann comments: "Pace Rehabilitation has taken a positive step to protect patients' sensitive information and provide a secure environment for data sharing. This will bring benefits across all areas of the business, not only increasing patient confidence in the service, and protecting the organisation against potential data breaches and the subsequent ICO fines, but also in providing the efficiency and cost savings that are associated with using electronic communication over physical methods, such as fax and post. We look forward to working closely with the team at Pace Rehabilitation to realise these on-going objectives."

About Egress Software Technologies

Egress Software Technologies is the leading provider of privacy and risk management services designed to manage and protect unstructured data.

Offering Government and Enterprise customers a portfolio of complementary services, the Egress platform leverages machine learning led policy management, encryption and eDiscovery to enable end-users to share and collaborate securely, while reducing the risk of loss and maintaining compliance. These award-winning integrated services include email and document classification, accidental send prevention, secure email and file transfer, secure managed file transfer, secure online collaboration and secure archive.

Certified by Government, Egress offers a seamless user experience, powerful real-time auditing and patented information rights management, all accessible using a single global identity.

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