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Alan Gellatly
General Manager
Healthcare RM

Compliance-based email archiving is just what the doctor ordered for Healthcare RM

Since 2000, Healthcare RM has provided employers throughout the UK with bespoke integrated health and case management solutions. This involves aiding clients to successfully identify and resolve potential physical and psychological health risks to employees before issues arise, as well as help manage ongoing challenges that effect not just work but work-life balance.

This requires Healthcare RM to work alongside both their clients, and medical professionals and other appropriate professionals. As much of the information being communicated between these entities is of a personally or commercially sensitive nature, data protection has always been of the highest importance to Healthcare RM. To enable staff to work efficiently yet securely, Healthcare RM invested in Egress Email and File Protection in 2014.

“By 2014, our staff were beginning to increasingly rely on email, rather than postal services, to communicate with both clients and individuals. So we knew that we needed an easy-to-use solution to help protect the data they were sharing and that being shared with them,” explains Healthcare RM’s General Manager, Alan Gellatly. “Since then, Email and File Protection has enabled us to provide both our staff and their recipients with an easy-to-use

Easy-to-use service

“Email and File Protection has enabled us to provide both our staff and their recipients with an easy-to-use service that encrypts the emails and attachments, regardless of size, they send to each other.”

Compliance-focused email archiving tool

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Proactive approach to data security

“By combining Secure Vault and Email and File Protection, they are able to search and analyse both plaintext and Egress encrypted content. This ensures they can monitor and report on how sensitive information is being shared and secured throughout the organisation, ensuring they can make any necessary changes as their data protection strategy evolves in line with legislative change.”

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service that encrypts the emails and attachments, regardless of size, they send to each other.”

Data protection: A process of continual improvement

“We also recognise that data protection isn’t a static subject or a problem you can solve just by ticking a box, for example through email encryption alone,” continues Gellatly. “So, we are always on the lookout for technology that can help us to make meaningful improvements.”

Egress Secure Vault is a compliance-focused email archiving tool that not only provides organisations with the mailbox continuity of other archive solutions, but also offers the ability to search and report on both encrypted and plaintext content that users are sharing. As a result, the tool can be used by organisations seeking to improve data protection by monitoring the flow of email communications to pinpoint any areas of weakness – for example, staff members sharing sensitive content unencrypted.

“Data protection has always been an evolving subject – but never more so in advance of the legislative changes coming our way through the EU General Data Protection Regulation (GDPR),” states Gellatly. “The EU GDPR will broaden the remit for data protection and also put in place harsher penalties for those who fail to comply. As a result, we decided to use Secure Vault to help monitor and manage our compliance with both data protection law and industry best practice. Using the solution, we are able to perform e-discovery search and analysis to ensure sensitive information is encrypted when it’s shared internally and externally via email. We then use these reports to ensure our ongoing compliance with legislation.”

Also commenting on this, Egress UK Sales Director Kelly McCann stated: “We are delighted to support Healthcare RM as they continue to invest in developing the highest data protection standards across their organisation. By combining Secure Vault and Email and File Protection, they are able to search and analyse both plaintext and Egress encrypted content. This ensures they can monitor and report on how sensitive information is being shared and secured throughout the organisation, ensuring they can make any necessary changes as their data protection strategy evolves in line with legislative change. By taking this proactive approach, Healthcare RM are able to provide the highest levels of security and assurance to the data they share both now and in the future.”

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.

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