

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



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ALAN GELLATLY, GENERAL MANAGER,  
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 Protect 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, Egress Protect 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."

## 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 Investigate 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 Egress Investigate 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 Egress Investigate and Egress Protect, 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

Egress takes a people-centric approach to data security – helping users receive, manage and share sensitive data securely to meet compliance requirements and drive business productivity. Using machine learning, Egress ensures information is protected relative to the risk of a data breach and reduces user friction to ensure smooth adoption.

Trusted by enterprise organisations and governments around the globe, Egress’ award-winning platform provides email encryption, secure file transfer and online collaboration services, as well as risk management, accidental send prevention, and compliance auditing and reporting.

Egress is headquartered in London, with regional offices in the UK, the US, Canada and the Netherlands.

### Easy-to-use service

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### Proactive approach to data security

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