

CUSTOMER SUCCESS STORY



Healthcare



APRIA HEALTHCARE®

The Challenge

Spam and unsolicited email are rapidly becoming the number one problem for CIOs and network administrators. Industry research estimates that as much as 40 percent of inbound SMTP traffic is classified as spam. Degrading network performance and undermining employee productivity spam escalates with increased email use and employee headcount.

Apria Healthcare Group, experiencing tremendous growth nationwide, was acutely aware of the spam threat that comes with company growth. The company wanted to proactively tackle the issue before it became a critical problem. In addition to spam protection, Apria, as so many of its

industry peers, was looking to prepare for compliance the Health Insurance Portability and Accountability Act (HIPAA). Lastly, running on an iSeries platform, Apria demanded security solutions compatible with its environment.

Apria email security challenges included:

- Protection from unsolicited advertising
- Blocking spam and junk mail
- Image checking
- Central email archiving
- Email encryption for safe storage
- iSeries support

The Solution

To create an email environment capable of blocking spam and ready for HIPAA compliance, Apria purchased solutions from the GROUP iQ.Suite. Supporting a full range of operating systems including iSeries, the iQ.Suite is a server-based application that handles enterprise concerns related to legal liability, information security, and business uptime. iQ.Suite protects Apria's Lotus Notes Domino messaging platform and its 9,700 health professionals from email related threats and vulnerabilities.

Rules-based and highly configurable, iQ.Suite is a scalable solution that addresses Apria's current and future email challenges. "GROUP's solution solved all of our needs," comments George Suda, executive vice president of Apria Information Services, on the iQ.Suite products purchased, including:

- iQ.Suite Wall – content filtering and anti-spam
- iQ.Suite Safe – email recording and archiving
- iQ.Suite Watchdog – enhanced virus protection and attachment control
- iQ.Suite Trailer – legal disclaimers



Offering a comprehensive range of home respiratory therapy, home infusion therapy and home medical equipment services, Apria Healthcare is America's leading provider of integrated home healthcare products and services.

Headquartered in Lake Forest, California, Apria employs more than 9,700 healthcare professionals in more than 480 Apria branch offices across the United States. Serving more than one million patients annually, Apria Healthcare is the country's homecare leader in the alternate-site respiratory, HME and infusion markets.



Accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Apria Healthcare has national quality standards grounded in continuous performance improvement concepts. These standards meet or exceed all JCAHO requirements and enable Apria to deliver consistent quality services throughout the country.

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The Advantage

iQ.Suite Wall and iQ.Suite Safe are part of Apria's initial iQ.Suite deployment. To reduce their legal exposure and comply with regulatory acts such as Sarbanes-Oxley and HIPAA, Apria uses iQ.Suite Safe for email archiving. And, with iQ.Suite Wall, Apria not only stops spam at the messaging platform, running in silent mode iQ.Suite Wall provides Apria with reports on spam types and volume. Specific iQ.Suite Wall anti-spam capabilities include:

- Support for content-based signature lists
- Automatic creation of local 'deny lists'
- Content filtering
- Header scanning
- Pornographic image blocking
- Spam quarantine
- Deleting and forwarding spam

The Future

iQ.Suite Wall and iQ.Suite Safe meet immediate email security requirements and poise Apria for evolving ones as well. For example, iQ.Suite Wall's spam reports will assist Apria's IT organization in developing a corporate email policy and an email training program for employees. iQ.Suite's multi-server support will enable Apria to deploy the solution on as many servers as required by company growth.

Over time, iQ.Suite Trailer will be implemented to strengthen Apria's legal security with individual text attachments issued for different recipients. And, iQ.Suite Watchdog will be used for enhanced virus protection and attachment control.

Single-vendor support and pricing were additional iQ.Suite benefits for Apria. "We didn't have to mix and match products from other vendors or build our own," notes Suda, "And, we purchased four iQ products at a total cost less than the price of one piece of content filtering software offered by other vendors."

This cost savings combined with having deployed an automated, centrally administered anti-spam solution resulted in accelerated ROI for Apria.

iQ.Suite's rules-based and scalable architecture will allow Apria email security to evolve into a highly tailored, group- and department-specific solution.

Bottom line – with the iQ.Suite solutions, Apria Healthcare Group is overcoming the next wave of email threats creating a bullet-proof email environment in compliance with emerging government regulations while controlling IT costs.

About GROUP Technologies

About GBS

GROUP Business Software is the leading provider of IBM Lotus based solutions and services in the fields of Cloud Computing, Email Management and Archiving, Instant Messaging Management, CRM, Workflow, Banking and Risk & Compliance.

Competencies

GBS solutions feature outstanding usability and unmatched efficiency. The necessary user interaction is reduced to a bare minimum. Centrally defined processes ensure compliance with corporate policies and statutory requirements.

Customers

GBS customers include well-known companies from all over the world, such as Deutsche Bank, Ernst & Young, Honda, Allianz and Miele.