

# CUSTOMER SUCCESS STORY



## Healthcare



### The Challenge

Electronic transmission of medical and patient information is on the rise. So too is the proliferation of cyberattacks in the form of NIMDAs and Code Reds that are crippling networks worldwide. Protecting patient and medical information from malicious intent is of paramount importance to leading healthcare providers such as Bayhealth.

Of equal importance, is the need for Bayhealth to become compliant with the Health Insurance Portability and Accountability Act (HIPAA) of 1996. HIPAA requires healthcare providers to ensure secure and private electronic transmission of patient records by April 2003.

### The Solution

To address a broad range of email security issues that go beyond mere anti-virus protection, Bayhealth purchased the complete iQ.Suite for comprehensive email security.

iQ.Suite is a server-based application that handles enterprise concerns related to legal liability, information security, and business uptime. It safeguards Bayhealth's Lotus Domino platform and its 750+ users from threats and vulnerabilities from email and Internet communication.

Engineered for the enterprise, iQ.Suite is a highly flexible, configurable and scalable solution that meets Bayhealth's current and future security requirements.

To protect electronically transmitted patient and medical information, Bayhealth sought to deploy an email security solution that would:

- Block harmful viruses and attachments
- Prevent scripted viruses from entering network
- Deliver real-time information on virus attacks
- Filter content
- Encrypt/decrypt messages
- Create legal disclaimers
- Record and archive emails
- Prepare Bayhealth for HIPAA compliance

iQ.Suite modules include:

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



*Milford Memorial Hospital*

*In January 1997, two not-for-profit community-based hospitals came together to form Bayhealth Medical Center. Bayhealth is the marriage of Kent General and Milford Memorial Hospitals.*

*The purpose of this union is to strengthen each organization and to bring to Delawareans better health care through improved clinical, financial and managerial capability.*



*Kent General Hospital*

*Today, Bayhealth is the second largest healthcare system in the state of Delaware with over 2,400 employees, 391 hospital beds, a medical staff of over 350 physicians of which 95% are board-certified. Bayhealth holds membership in Premier, Inc. healthcare alliance and is accredited by the Joint Commission on the Accreditation of Healthcare Organizations.*

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## The Advantage

Through the first-phase deployment of iQ.Suite Wall, iQ.Suite Watchdog, and iQ.Suite Trailer, Bayhealth is able to immediately address email security concerns aimed at: stopping harmful viruses and email attachments from entering the network; protecting users from spam and junk mail; safeguarding the enterprise from legal liability; and preparing for HIPAA compliance.

## The Future

As Bayhealth rolls out iQ.Suite modules, they are able to keep pace with evolving business requirements and increase the scope of their HIPAA compliance. For example, with the combined deployment of iQ.Suite Crpyt, iQ.Suite Watchdog, and iQ.Suite Wall, Bayhealth will benefit from user-transparent, centralized email encryption with simultaneous central virus protection and anti-spam capabilities.

As Bayhealth's email community grows, it will be able to customize email legal disclaimers by department or specialty with iQ.Suite Trailer. And, with iQ.Suite Safe, Bayhealth will have centralized archival of all electronic business processes, which will

The iQ.Suite's unique and extensive rule-based functionality provides maximum safety through the use of intelligent control mechanisms for scanning emails and databases. Rule sets, which can be mapped to organizational and IT policies, are configured for every required protection function and are adaptable depending on user, group, or domain. Therefore, Bayhealth can map its email security to organizational policies.

increase its protection from legal liability. iQ.Suite Xblock will give Bayhealth added protection and advanced solution to protecting users from unwanted image files – not only by file type but also by actual content. In real time, iQ.Suite Xblock effectively detects and blocks objectionable graphical content and safeguards against breaches in confidentiality from internal or external email misuse.

Bottom line – with iQ.Suite, Bayhealth is effectively executing a corporate email strategy aimed at protecting the confidentiality of patient records and increasing hospital efficiency.

## 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.*