



Protecting Those in Need

Erie County's Human Services Department turns to ZixCorp

When you're dealing with some of the most vulnerable members of society, safeguarding their personal information from prying eyes and identity thieves is a top priority. That's why the Human Services Department of Erie County, Pennsylvania, secures its confidential emails with ZixCorp's email encryption service.

This department helps people across all spectrums of society—children requiring foster care, alcohol and drug addicts, the developmentally challenged and people with mental health issues.

"Our constituents entrust us with very personal information," said John Davis, IT Director for the Human Services Department. "They deserve and need to believe it will be treated with confidentiality."

"Now sensitive information can be sent securely and safely in seconds, thanks to the ZixCorp email encryption service."

If the email contains personal data, it's protected

Though the Health Insurance Portability and Accountability Act (HIPAA) helped cement the County's decision to implement the ZixCorp solution, Davis says the protection of all personal data played a key role. "For instance, we'll often send confidential information about a child entering into foster care," he said. "They may have special needs or a diagnosis that must be shared with caregivers and case workers, or there may be billing that's involved. We want to ensure that data is secure."

Before the County turned to ZixCorp, protecting information was decidedly low tech—caseworkers would often resort to hand-delivering it to colleagues in different offices a mile or two away, wasting valuable time that could be spent assisting constituents.

"Now sensitive information can be sent securely and safely in seconds, thanks to the ZixCorp email encryption service," said Davis. "And because it's so transparent, it has very little impact on our users. The default lexicon policies automatically encrypt what needs to be protected."



At a Glance:

- Erie County of Pennsylvania's Human Services Department

Company Background:

- Office of Children and Youth
- Office of Mental Health and Mental Retardation
- Office of Drug and Alcohol Abuse
- Health Choices Office

Issue:

- Needed email encryption to send protected health information (PHI) and other sensitive data pertaining to their constituents.

Solution:

ZixCorp's Email Encryption Service

Benefits:

- Easy to install and maintain
- HIPAA lexicon plus the ability to create own policies
- No additional software or training required
- Transparent to end users

ZixCorp's service is easy to install and use

For Davis, who runs the Heath Services Department's IT division with the help of two employees, it was essential that any solution was hassle-free.

"I chose the ZixCorp service because I liked the fact I could set it and forget it—it was simple to install and deploy and requires very little maintenance on my part," he said. "I can also customize it myself by creating basic rules and applying them."

Davis is encouraging other departments to sign up with the ZixCorp email encryption service for the safe transmission of financial data such as social security numbers and payroll information. "Some of our partners are in the ZixDirectory which makes our secure email correspondence extremely simple," he said.

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John Davis, IT Director, Department of Human Services,
Erie County, Pennsylvania

ZixCorp's solution a logical choice for governments

ZixCorp's email encryption service lets organizations like Erie County's Human Services Department instantly plug into the largest email encryption directory in the world. ZixDirectory boasts more than 14 million protected email addresses and is growing at more than 85,000 new members each week. Once connected, users send and receive secure emails transparently, without having to manage encryption keys. ZixCorp provides automated key management for its customers in a wide variety of industries including healthcare, financial services and government.

"Our success and expertise in the government sector make us the top choice for a simple and affordable encryption solution for any government organization," said Nigel Johnson, ZixCorp's Vice President of Product Management. "Local, state and national government agencies can easily safeguard email communications by using ZixCorp's email encryption service."

For Davis, it boils down to one thing—the County's constituents. "As the Human Services Department, we're all about helping people. That's what we do," he said. "Part of our job is to make sure their personal information is protected. ZixCorp helps us help people."

ABOUT ZIXCORP

ZixCorp provides easy-to-use-and-deploy email encryption and e-prescribing services that protect, manage and deliver sensitive information to the healthcare, finance, insurance and government industries. ZixCorp's hosted Email Encryption Service enables policy-driven email security, content filtering and send-to-anyone capability. Its PocketScript e-prescribing service provides point-of-care access and transmission of patient and payor data that improves patient care, reduces costs and improves efficiency.

For more information about ZixCorp call toll free **866-257-4949**, email sales@zixcorp.com or visit www.zixcorp.com.