

Healthcare



APRIA HEALTHCARE®

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.

CUSTOMER SUCCESS STORY

The Challenge

Spam and unsolicited e-mail 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 e-mail 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 e-mail security challenges included:

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

The Solution

To create an e-mail 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 9700 health professionals from e-mail related threats and vulnerabilities.

Rules-based and highly configurable, iQ.Suite is a scalable solution that addresses Apria's current and future e-mail 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:

- securiQ.Wall – content filtering and anti-spam
- securiQ.Safe – e-mail recording and archiving
- securiQ.Watchdog – enhanced virus protection and attachment control
- securiQ.Trailer – legal disclaimers





CUSTOMER SUCCESS STORY

The Advantages

securiQ.Wall and securiQ.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 securiQ.Safe for e-mail archiving. And, with securiQ.Wall, Apria not only stops spam at the messaging platform, running in silent mode securiQ.Wall provides Apria with reports on spam types and volume. Specific securiQ.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

securiQ.Wall and securiQ.Safe meet immediate e-mail security requirements and poise Apria for evolving ones as well. For example, securiQ.Wall's spam reports will assist Apria's IT organization in developing a corporate e-mail policy and an e-mail 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, securiQ.Trailer will be implemented to strengthen Apria's legal security with individual text attachments

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.

issued for different recipients. And, securiQ.Watchdog will be used for enhanced virus protection and attachment control. iQ.Suite's rules-based and scalable architecture will allow Apria e-mail 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 e-mail threats creating a bullet-proof e-mail environment in compliance with emerging government regulations while controlling IT costs.

About GROUP Technologies

Since 1992, GROUP Technologies has been a leading developer of e-mail security software and is active in the high-growth market for content security. With its forward-looking products, GROUP is a recognized innovator in e-mail security, organization, and management. GROUP's integrated products are available for Microsoft Exchange and Lotus Domino platforms.

Both small- to mid-sized companies and large corporations use the GROUP iQ.Suite to optimize e-mail investments and performance while increasing productivity.

The iQ.Suite uniquely addresses a comprehensive range of e-mail and business-process security issues including cryptography, virus protection, content filtering, e-mail archiving, image analysis, and legal disclaimers.

Running on multiple operating systems, iQ.Suite solutions allow enterprises to manage, monitor, and protect intellectual assets while ensuring compliance with policies and regulatory requirements such as SEC and HIPAA.

GROUP's products, used by more than two million users at Global 2000 companies, are available through direct sales or OEM partners and resellers. With worldwide headquarters in Karlsruhe, Germany and offices throughout Europe, GROUP's North American division is located in Greater Boston, Massachusetts.

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