



CUSTOMER SUCCESS STORY



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.



Kent General Hospital

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.



Milford Memorial 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.

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.

To protect electronically transmitted patient and medical information, Bayhealth sought to deploy an e-mail 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 e-mails
- Prepare Bayhealth for HIPAA compliance

The Solution

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

iQ.Suite modules include:

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



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The Advantages

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

The iQ.Suite's unique and extensive rule-based functionality provides maximum safety through the use of intelligent control mechanisms for scanning e-mails 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 e-mail security to organizational policies.

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 securiQ.Crypt, securiQ.Watchdog, and securiQ.Wall, Bayhealth will benefit from user-transparent, centralized e-mail encryption with simultaneous central virus protection and anti-spam capabilities.

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

increase its protection from legal liability. securiQ.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, securiQ.Xblock effectively detects and blocks objectionable graphical content and safeguards against breaches in confidentiality from internal or external e-mail misuse.

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

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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