



## Solutions for Healthcare

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### What do our clients say?

"MessageLabs is totally confident in the service it offers. If you get infected, you don't pay"

Chief Systems Security Architect, AvMed

"MessageLabs' anti-spam service began proving its worth the moment it was switched on and the time and productivity savings have been significant"

Vice President of IT, Odyssey Healthcare

### What do the analysts say?

"MessageLabs provides excellent customer service ... [and] 24/7 support in eight different languages"

Frost & Sullivan (2006, Report BA15-74)

MessageLabs is placed in the Leader's Quadrant in Gartner's Magic Quadrant for Email Security Boundary (September 2006)

### What makes MessageLabs the market leader?

MessageLabs delivers enterprise-class solutions to over 15,000 organizations worldwide, including several hundred healthcare organizations. With global infrastructure and local reach, we deal with new threats faster than any other service provider.

### MessageLabs provides proven solutions that address the key electronic communications security issues confronting healthcare organizations worldwide.

Covering email, web and instant messaging (IM), our solutions are underpinned by in-depth understanding of regulatory and business drivers, and of the healthcare sector's specific needs. Operating around the clock and across the globe, we help you to:

- protect your patients, customers and reputation
- safeguard the privacy and integrity of sensitive information
- store personal records and other key documents conveniently and securely
- enhance your employees' efficiency and productivity
- achieve the highest level of compliance with healthcare regulations

### Risks, threats, issues

Email, web and IM are crucial communications channels for most healthcare organizations. But they can also be a very real source of threats that aim to disrupt the way you function, to access or intercept sensitive data, and to compromise the discretion, privacy and trust that underpin everything you do.

Viruses, spam, spyware, phishing and other malware clog up inboxes, bring down networks and impede communications with patients, other customers, partners and suppliers. Ever more sophisticated and targeted, they are increasingly being used to steal confidential information, ranging from personal details to intellectual property and financial data. Once malware has infected your network, it can, for instance, seek out sensitive information and distribute it electronically outside your organization.

Confidentiality considerations, such as a patient's right to privacy, also make it imperative to manage all email, web and IM content entering and leaving your organization. A major risk is that your employees might, intentionally or unintentionally, release sensitive information to unauthorized external parties. Severe legal penalties can result from non-compliance with increasingly stringent regulations on electronic communications, covering not just data security but employee protection and other issues too. For example, in the US:

- the Health Insurance Portability and Accountability Act now includes a Security Rule to protect the confidentiality of electronic personal health information
- the recently amended Federal Rules of Civil Procedure aim to ensure more efficient electronic discovery

The EU's Privacy and Electronic Communications Directive, the UK's Privacy and Electronic Communications Regulations and the Commonwealth Privacy Act are further examples of the regulations now impacting on the global healthcare sector.

## What exactly is the MessageLabs difference?

MessageLabs is... a one-stop shop enabling you to cost-effectively meet all your electronic communications security and control needs from a single source

MessageLabs is... the only major provider of fully managed, fully integrated email, web and IM security services that protect you against individual threats and convergence between them

MessageLabs is... recognized as a pioneer of internet-level security and multi-layered technology, including our proprietary predictive Skeptic™ technology

MessageLabs is... a proven provider of direct, round-the-clock technical support in an extensive range of languages, anywhere in the world

MessageLabs is... equipped with worldwide infrastructure, located in four continents and eight countries

MessageLabs offers... industry-leading Service Level Agreements, covering key criteria such as protection and detection performance, service availability and fault response

MessageLabs offers... a comprehensive suite of services that give healthcare organizations an unrivalled level of certainty and confidence in their electronic communications

MessageLabs enables you... to safeguard key relationships, promote trust, satisfy patient or customer needs, meet targets and develop business

To speak with one of our specialists in managed web, email and IM communications security for the healthcare services sector, call toll free:

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UK: +44 800 917 7733  
APAC: +61 2 8208 7100

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## The MessageLabs solution

Our comprehensive suite of proactive, managed services enables healthcare organizations to enjoy an unrivalled level of certainty and confidence in their electronic communications, safeguarding relationships and promoting trust. Simple to set up and easy to configure, our solutions aid every aspect of your operations, from transmitting and storing information and satisfying patient or customer needs, to meeting targets and developing business.

- Protect the privacy of your communications: MessageLabs solutions enable you to securely encrypt all email and IM communications leaving and entering your organization, safeguarding all the data they contain
- Ensure data security and confidentiality: MessageLabs solutions deliver effective defenses against spyware and other malicious web content from known and unknown sources, preventing the covert theft of information
- Maintain secure records: MessageLabs solutions provide easy-to-manage, fully encrypted archives that enable electronic communications to be securely stored and readily retrieved
- Ensure compliance and acceptable use: MessageLabs solutions help you to monitor and control all your email, web and IM communications, manage and protect your employees, and comply with all relevant regulations
- Promote business continuity: MessageLabs solutions maintain your network's integrity against email, web-borne and IM viruses and spam, minimizing downtime and disruption
- Boost efficiency, productivity and competitive advantage: MessageLabs solutions reduce unwanted IT-related burdens on all your employees, enabling them to focus on developing and implementing business-critical initiatives

Our services do not require large investments or in most cases the management of hardware appliances or software on your premises. Whether yours is a small healthcare organization or a large enterprise, whether you are in the private or public sector, wherever you are in the world, our managed solutions deliver:

- Mitigation of electronic communications-related risks and threats at a low, predictable overall cost
- Reduced load on your IT, PR, legal, customer service and other in-house resources
- Improved overall performance across your organization, resulting in major business benefits

MessageLabs is registered under the US Safe Harbor Directory and has full ISO17799 (BS7799) accreditation, certifying that we operate a comprehensive set of controls that comprise best practise in information security.

