Before the county turned to Zix, protecting information was decidedly low tech. Case workers would often resort to hand-delivering it to colleagues in different offices, wasting valuable time that could be spent assisting constituents.

"Now sensitive information can be sent securely and safely in seconds, thanks to Zix Email Encryption," 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."

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, Pa., secures its confidential email with Zix Email Encryption.

This department helps people across all spectrums of society – children, 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.”

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– John Davis, IT Director, Department of Human Services, Erie County, Pa.

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About Zix
Zix is a trusted leader in email data protection. Zix offers industry-leading email encryption, a unique email data loss prevention (DLP) solution, and an innovative bring your own device (BYOD) email solution to meet your company’s data protection and compliance needs. Zix is trusted by the nation’s most influential institutions in healthcare, finance and government for easy-to-use secure email solutions. For more information, visit www.zixcorp.com

Zix Email Encryption 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 Zix solution, 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 Zix Email Encryption 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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The Zix solution – a logical choice for governments
Zix Email Encryption let organizations like Erie County’s Human Services Department instantly plug into the largest email encryption directory in the world. The ZixDirectory® boasts tens of millions of members, and it’s growing at approximately 140,000 new members each week. Once connected, users send and receive secure email without having to manage encryption keys. Zix 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, Zix’s Vice President of Business Development. “Local, state and national government agencies can easily safeguard email communications by using Zix Email Encryption.”

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. Zix helps us help people.”