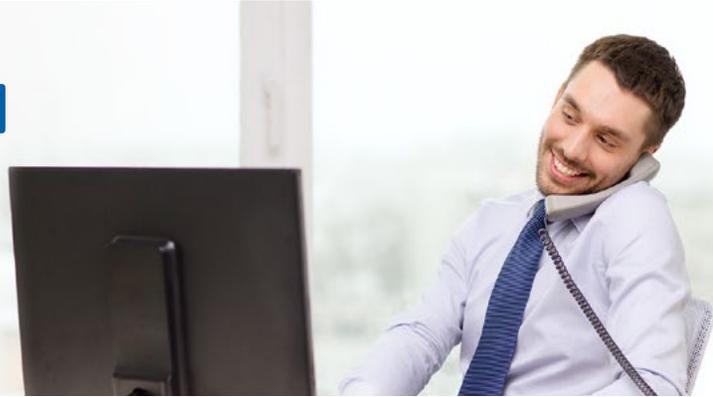


# Protecting Those in Need

Erie County's Human Services Department turns to Zix Corporation



## At a Glance:

- Erie County of Pennsylvania's Human Services Department

## Background:

The Erie County Human Services Department, includes:

- 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:

- Zix® Email Encryption

## Benefits:

- Easy to install and maintain
- Automatically scans using HIPAA lexicons and offers the ability to create own policies
- No additional software or training required
- Easy to use for end-users

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."

## 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 Zix 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."

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

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

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."

## 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](http://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."