



AMERICAN HEALTH INFORMATION ASSOCIATION

AHIMA (American Health Information Management Association) is a health information management (HIM) professional association over 60,000 members strong along with over 100 employees who work off-site and connect to AHIMA's Chicago headquarters via a private computer network. Since its founding 1928, AHIMA has remained committed to quality healthcare through quality information.

Challenge

Now that health care information is migrating to an electronic environment, it has become vital to transmit and archive data securely and reliably. That is one reason why Tony Bieda, AHIMA's Information Services Manager, made certain he installed an up-to-date anti-virus application into the association's email system.

At first, the software snared countless viruses, but it soon became so bogged down that Tony's staff spent more than an hour every day deleting suspicious files one at a time. So even though the anti-virus software was effective, the department's manpower was being spent hunting and deleting viruses—instead of tending to its daily responsibilities.

In addition, Tony was aware of new viruses that were beginning to circulate. Knowing how long it takes to develop and test patches and updates, he feared that his off-the-shelf anti-virus application would be rendered out-of-date by these complex viruses that were hatched after his software had been released.

Solution

Tony decided to use an outside provider to fend off AHIMA's viruses. He researched three vendors and chose Symantec.Cloud, formerly MessageLabs. Why? Symantec.Cloud was an affordable solution that guaranteed no viruses would get through the system. Plus, it offered anti-spam filtering services that promised to screen out junk mail with virtually no false-positives.

Symantec.cloud provides companies, like AHIMA, with the highest levels of email protection and is the easiest solution to implement and manage. Email Anti-Virus.cloud and Email Anti-spam.cloud delivers the only integrated email system security service that protects companies from email-borne threats before they reach the corporate network. Our comprehensive services filter spam and block viruses protecting email systems from a wide range of attacks, and provide IT organizations with the tools to secure email connections and regulate email delivery.

Symantec.cloud's anti-virus and anti-spam services process all Internet-based email bound for a company's email server through a series of commercial scanners. Within milliseconds, Symantec.cloud's Skeptic™ technology, a heuristics-based anti-spam and anti-virus engine, separates junk email and viruses from legitimate messages. Legitimate email messages are immediately sent to the addressee, while junk email is eliminated.

As a cloud-based anti-virus service, updates are continuous and automatic providing 'zero-hour' virus protection, there is no software or hardware to manage, and costs are predictable. Comprehensive Service Level Agreements cover virus detection, service availability, and email delivery. "[Symantec.Cloud] is a team of experts. Therefore, I no longer need to know every little aspect of every new virus. That's for them to handle. I rely on them," said Tony.

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Tony Bieda, MCSE, MCDBA
Information Services Manager
AHIMA

Symantec.cloud provides major benefits:

- **Requires Minimal IT Support:** Symantec.cloud's services provide email administration that is accessible and customizable by the users and is easy for the IT administration to implement, manage and support.
- **Customizable Email:** Administrators manage and control the level of filtering they desire allowing them to customize their email lists effectively allowing or quarantining unsolicited mail.
- **Secure and Reliable:** Symantec.cloud's architecture is designed with tightly regulated processes and vulnerability assessments are performed regularly to ensure optimal security. Symantec.cloud's infrastructure is housed within fully redundant data centers, backed by Industry Leading Service Level Agreements.
- **Superior Customer Support:** Symantec.cloud provides support in more than 12 languages 24 hours a day, 365 days a year. Our support is back by an industry-leading Service Level Agreement.

Results

Symantec.Cloud delivered. According to Tony Bieda's estimate, the overall traffic in the AHIMA system was immediately cut by 40% by removing unwanted spam. Equally important, Symantec MessageLabs Email Anti-Virus.cloud continually updates its anti-virus software, so it's always a step ahead of the pack—never behind it. Tony's staff is no longer worried about new viruses, nor is it manually removing rogue files. Now AHIMA's workers are doing what's most important: helping fulfill the association's mission.

SOLUTION AT A GLANCE

Solution

- Symantec MessageLabs Email Anti-Virus.cloud
- Symantec MessageLabs Email Anti-Spam.cloud

Business Requirements

- Protection against malware infections with a guarantee
- Reduced false-positives
- Affordable email security service

Business Value and Technical Benefits

- Quick and easy deployment of a hosted service
- Predictable cost structure
- Minimal IT Support
- Excellent customer support
- Increase security