

Ohio Living Experiences Superior Security & Support with Zix

Learn how Ohio Living uses the full Zix solution suite to meet all of its email security needs



Ohio Living

Ohio Living serves more than 73,000 people annually through its Ohio Living Communities and Ohio Living Home Health & Hospice. The largest not-for-profit provider of life plan communities and services in the state, Ohio Living is committed to enhancing the physical, mental and spiritual well-being of adults through caring and quality services.

To further that commitment, Ohio Living continually seeks innovations in healthcare and technology and takes the data security and privacy of its residents, clients, staff and volunteers seriously. Ohio Living also has obligations to safeguard protected health information (PHI) as a covered entity under Health Insurance Portability and Accountability Act (HIPAA).

With its mission and obligations top of mind, Ohio Living uses Zix as its trusted email security provider.

BACKGROUND

The largest not-for-profit provider of life plan communities and services in the state, Ohio Living:

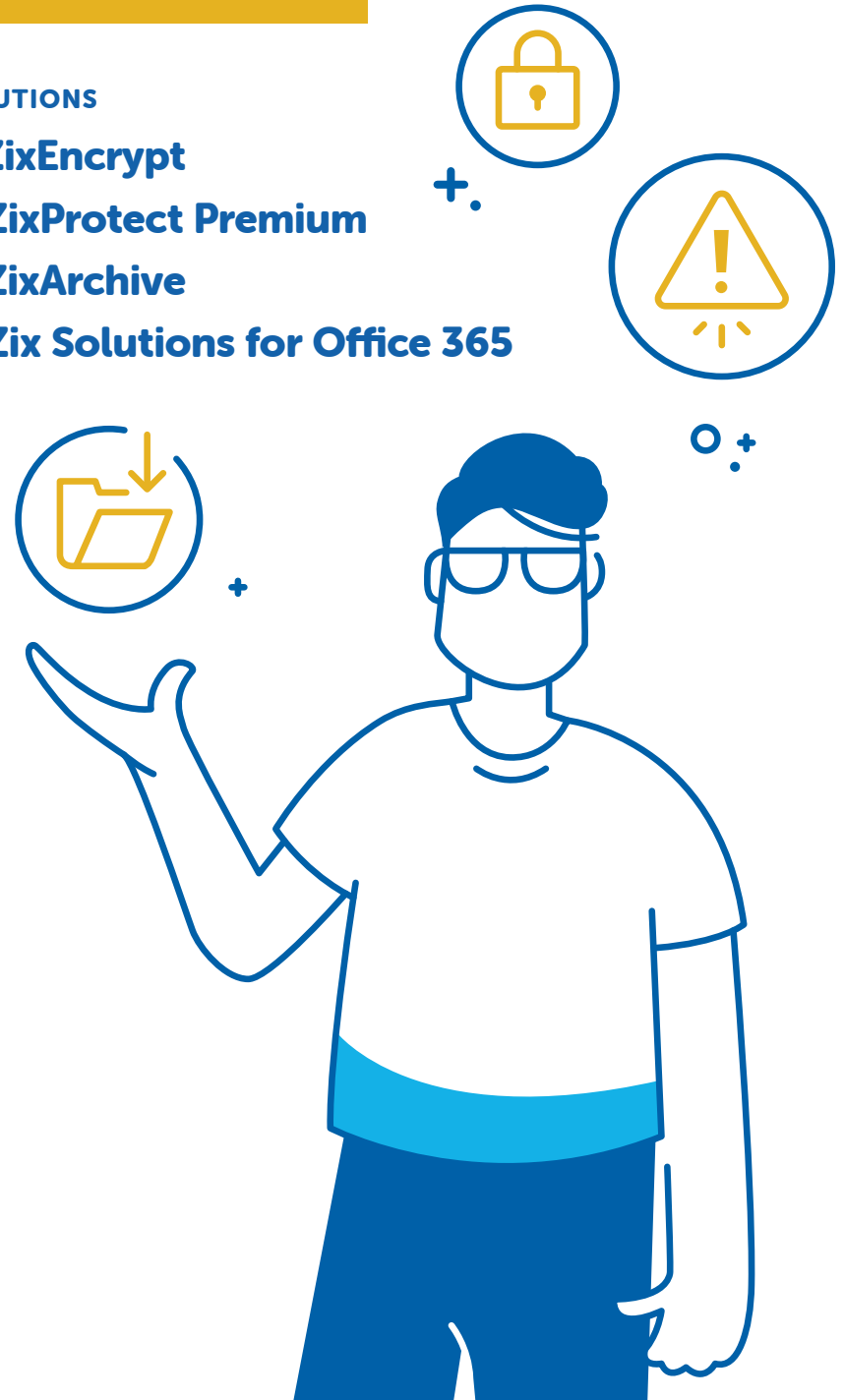
- has nearly 3,000 employees who serve more than 73,000 people annually
- provides home and community-based services through Ohio Living Home Health & Hospice
- operates 12 Ohio Living Communities for retired residents

CHALLENGES

- Easily secure protected health information and other sensitive data exchanged in email
- Protect its email from evolving email threats; including malware, ransomware, phishing and business email compromise
- Maintain a convenient archive of email communication for compliance and litigation requirements

SOLUTIONS

- 01 ZixEncrypt**
- 02 ZixProtect Premium**
- 03 ZixArchive**
- 04 Zix Solutions for Office 365**



Starting Off Strong with Email Encryption

In serving its residents and clients, Ohio Living regularly exchanges PHI and other sensitive personal information in email. Experiencing the hassle of an alternative solution, Ohio Living switched to Zix for its automatic scanning and convenient delivery methods.

“Zix makes email encryption easy for everyone. If there’s anything sensitive in email, Zix automatically picks it up, and our users are happy with their experience as well.”

MATT CHEVRONT

Corporate Executive of Information Technology for Ohio Living

“Retrieving encrypted emails was painful with our previous solution. Ohio Living needed a solution that met HIPAA standards but wasn’t strenuous on our users. Zix was a perfect fit for us,” said Matt Chevront, Corporate Executive of Information Technology for Ohio Living. “Zix makes email encryption easy for everyone. If there’s anything sensitive in email, Zix automatically picks it up, and our users are happy with their experience as well.”

ZixEncrypt offers policy-based email encryption to identify and encrypt email containing sensitive information in the message or attachments. Using out-of-the-box policy filters, Ohio Living can automatically encrypt PHI, financial data, and personally identifiable information. Once encrypted, the message is delivered in the most convenient method possible—without extra steps or passwords for recipients who use ZixEncrypt, through transport layer security if a secure connection is present or via a mobile-friendly secure web portal that has custom branding for Ohio Living.

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Overcoming the Threat of Evolving Email Attacks

Email is flooded with nearly endless attacks of malware, ransomware, phishing and business email compromise. With advancing email threats, Ohio Living needs a multi-layer security solution to protect its employees, residents and clients. ZixProtect offers Ohio Living an established solution that evolves to defend organizations from the latest attacks.

“We were very happy with Zix email encryption, and our experience gave us confidence to add threat protection. In an ever-changing world of new threats and attacks, Zix has helped me sleep easier.”

MATT CHEUVRONT

Corporate Executive of Information Technology for Ohio Living

ZixProtect prevents email attacks from entering employee inboxes by combining a multi-filter approach with machine learning, automated traffic analysis and real-time analysts. ZixProtect detects and filters out malicious email through analysis of IP addresses, URLs and content including targeted phrases, campaign patterns and both known and zero-hour malware attacks.

To strengthen email threat protection against sophisticated attacks, Ohio Living also uses sandbox inspection and URL re-write. Without interfering with Ohio Living’s email flow, Zix’s sandbox quarantines emails with suspicious attachments to perform forensic analysis. Designed to mimick a legitimate environment, Zix’s sandbox inspects files for suspicious and malicious activity while efficiently managing evasive attacker techniques.

With full, shortened, or obfuscated links, Zix’s URL re-write performs time-of-click analysis on the destination address to ensure web sites have not been compromised. No matter if Ohio Living users click on a URL the day they receive an email or open a link weeks later, ZixProtect ensures the destination is safe and malicious sites are blocked.

“Email attacks are the most dangerous exposure for our organization. Having ZixProtect’s layers of security, plus URL re-write and sandboxing, ensure that our vulnerability is minimized and threats don’t come close to our environment.”

MATT CHEUVRONT

Corporate Executive of Information Technology for Ohio Living

Archiving Capabilities in a Seamless Solution

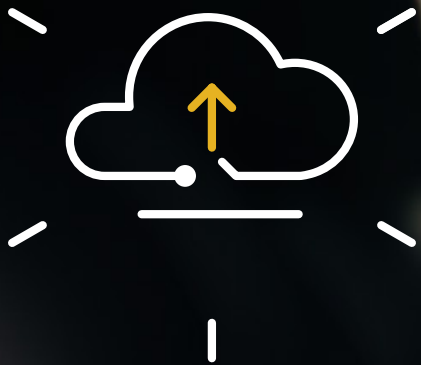
Using advanced threat protection and email encryption from Zix, the addition of ZixArchive for email retention and eDiscovery was an easy choice for Ohio Living.

ZixArchive automatically archives all email communication for Ohio Living. When the organization needs to share data with auditors or legal counsel, it can easily share access and revoke permissions when use is complete, providing added security and ensuring sensitive data is used only when appropriate.

“ZixArchive fit our requirements and enabled us to meet compliance and litigation needs. It also made administration seamless to have our solutions in one place with Zix.”

MATT CHEUVRONT

Corporate Executive of Information Technology for Ohio Living





With ZixProtect, Ohio Living also benefits from email continuity. If Ohio Living experiences an Office 365 outage, its employees can continue to serve its residents and clients with access to incoming emails that spool for up to five days. Emails are then automatically delivered to its Office 365 environment when service resumes.

04

Convenience Continues with Office 365 & Zix

When Ohio Living migrated to Office 365, its solutions with Zix didn't skip a beat.

“Working with Zix during our Office 365 migration was easy. We experienced no downtime, and the switch was unnoticeable for our users, which is exactly what you want.”

DAVE PICK

Senior Systems Administrator for Ohio Living

Zix offers Software-as-a-Service (SaaS) solutions that are built to support cloud and on-premise deployments, which enabled Zix to serve Ohio Living before, during and after its migration to Office 365. Zix solutions enhance Ohio Living's Office 365 environment by combining leading security capabilities with enterprise-rich features.

Knowledgeable Support for Quick Service

In addition to leading email security solutions, Zix offers exceptional support to address Ohio Living's needs as quickly as they arise.

Whether there's a question about an email encryption policy or a concern about the latest email threat targeting non-profits or organizations focused on quality healthcare, Zix Support has technical experts and threat analysts available 24/7/365.

"Every single Zix technician that I've spoken to is helpful and has been able to address my questions or implement a fix then and there. By taking care of my needs in one call or email, I save time and ensure everything is working as it should," said Pick.

With exceptional support and solutions, Zix is a perfect fit for Ohio Living.

"Zix just works," said Chevront. "We've had great success in protecting our environment and employees and securing the data of our residents, clients and volunteers. We're really happy with Zix and excited that we can limit our exposure with a trusted provider."

WWW.ZIXCORP.COM / [866-257-4949](tel:866-257-4949) / SALES@ZIXCORP.COM

