

State Government

Company Background:

As part of one of the many State Governments that are becoming more and more technology savvy, this department has well-defined areas of emphasis for IT strategic development including enterprise architecture, improving government service delivery, cybersecurity, e-government, and information technology infrastructure. Information technology itself is becoming so integral to operations that secure IT resources, available 24 hours a day, are ever more important.

Goal:

The State has many e-government initiatives underway to deliver services to the public faster, easier, and at any time. Constituents can file taxes, renew drivers' licenses, and receive many other services 24 hours a day, 7 days a week. At the same time, the government is leveraging the Internet to streamline its own internal processes to save time and money.

Challenge:

In order to communicate more efficiently between over ninety remote offices scattered throughout the state, the Department of Health was looking for a way to exchange sensitive patient information via email. To do this, they had to ensure that the information was adequately secured in compliance with HIPAA regulations for the protection and confidentiality of patient health information. The solution also had to fit into their budget plan.

Solution:

After carefully weighing their options, the State chose PKWARE's SecureZIP technology for their Windows desktops because it delivers a cost-effective HIPAA

compliant solution using the latest advancements in data security. The fact that it interoperates with existing systems meant that users could easily send and receive secure files, no matter what email client they were using. Also important to the decision were the advanced usability features, which make secure communication quick and painless for users to adopt.

“Government agencies are always dealing with tight budgets and looking for ways to reduce costs. We were pleased to find that the SecureZIP solution was cost-effective and very robust while offering all the functionality we were looking for. We had no problem deploying it to every desktop. In fact, the application has proven to be so easy to use, we haven't had one user issue or help desk call regarding SecureZIP since implementation.”

—Security Officer

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