

# Envision Pharmaceutical Services

Micro Focus® Voltage SecureMail ensures end-to-end email encryption for sensitive company email while enhancing ease-of-use and eliminating key management headaches.

### Overview

Envision Pharmaceutical Services (Envision-RxOptions) is a national, full-service pharmacy benefit management (PBM) company. The company provides integrated PBM services, including network pharmacy claims processing, home delivery (mail-order), benefit-design consultation, drug utilization review, formulary management, disease management, and drug data analysis services to organizations in a broad range of industry sectors. Beyond complying with HIPAA regulations and PCI DSS, Envision understands that other information, including internal communications, is also sensitive and should be protected. "We needed to find a way to secure data, including

**"We wanted a solution that was not just secure but that offered the easiest key management approach because we knew from experience that key management was the main pain point from a help desk perspective. SecureMail met our key management requirement."**

### TOM HARDIN

Information Security Manager  
Envision Pharmaceutical Services

internal data contained in internal emails between users on company-issued equipment as well as on mobile devices, and do it in a way that would make the management of the encryption keys both secure and simple," explains Tom Hardin, the company's information security manager. After evaluating a number of options to address this business requirement, Envision Pharmaceutical Services chose to implement SecureMail.

### Challenge

- Ensure compliance with HIPAA and PCI DSS requirements.
- Treat company and customer information as sensitive (even beyond HIPAA and PCI DSS compliance) to ensure that data is secure.
- Provide end-to-end protection for all email and attachments (both internal-to-external and internal-to-internal) through the use of encryption. This particularly includes email communications between Envision RxOptions' account manager with accounting and other internal departments and with various client contacts including human resources and benefit managers.
- Secure email and attachments for both desktop and mobile users.



## ENVISION OPTIONS

### At a Glance

- **Industry**  
Healthcare
- **Location**  
United States
- **Challenge**  
Envision needed to secure sensitive data contained in internal emails, on company-issued equipment and mobile devices.
- **Products and Services**  
SecureMail
- **Results**
  - + Ensured compliance with HIPAA and PCI DSS requirements and enabled complete data security
  - + Enabled its account managers and other users to easily protect sensitive information
  - + Positioned itself for continued growth by taking advantage of SecureMail scalability

**“When it comes to email encryption, SecureMail works, is simple to use and eliminates calls to our service desk because of keys being mismatched. We’re very happy with the solution.”**

**NAKUL KAPADIA**

Vice President, IT  
Envision Pharmaceutical Services

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## Solution

Envision Pharmaceutical Services sought a solution that would:

- Encrypt internal-to-external and internal-to-internal email (e.g. any email containing personal health information) sent by desktop and mobile device users.
- Make it easy to send large attachments securely.
- Assure customers and business partners that their information was protected.
- Eliminate help desk calls regarding key management.

Prior to deploying SecureMail to ensure end-to-end, email security, Envision relied on Microsoft Exchange hosted filtering for encryption. The shortcoming, however, in that solution was that it only secured outbound email. This did not meet Envision’s objective to secure both internal and external email communications. After researching other potential solutions, Envision chose SecureMail as the best of breed, end-to-end encrypted email solution available for desktop, cloud, and mobile use. In addition to its documented ability to reduce costs by as much as 75% compared to traditional approaches, Envision selected SecureMail for:

**Data-centric protection for email and attachments:** SecureMail encrypts email data so that if a security breach does occur, the encrypted content is of no value to the attacker. This level of security extends to attachments as well by also encrypting them and storing attachments on internal servers.

## Securing large attachment delivery:

Reduces the risk of employees using insecure means to exchange large files containing confidential or sensitive information by removing attachments that exceed mail server file size restrictions from the message, encrypting them as secure files protected by Security Voltage and storing them in the DMZ on a SecureMail Gateway or third-party storage. The attachments can be downloaded from the SecureMail Zero Download Messenger (ZDM) server.

**Stateless key management:** Envision knew from experience that key management was a large driver of calls to the help desk. Using powerful, standards-based Identity-Based Encryption (IEEE 1363.3), SecureMail eliminates key management complexity and usability challenges and dramatically simplifies IT operations.

**Ease-of-use:** Encrypted email can be sent to anyone—inside or outside the organization—just like regular email. Senders simply access their existing contacts and click a “Send Secure” button to send an encrypted email. Recipients receive the messages in their regular inboxes just like any other email.

**Low total cost of ownership:** SecureMail delivers powerful yet simple on-demand key generation with no end user keys to store and manage at endpoints. This significantly reduces infrastructure, administration, and operational costs.

## Results

By implementing SecureMail, Envision Pharmaceutical Services has achieved its project objectives for email encryption and in doing so:

- Ensured compliance with HIPAA and PCI DSS requirements. More important, since compliance does not always equal maximum, end-to-end security, SecureMail has enabled Envision to achieve both compliance and complete data security.
- Enabled its account managers and other users (both desktop and mobile device users) to easily protect sensitive information.
- Positioned itself for continued growth by taking advantage of SecureMail scalability.
- Significantly reduced help desk calls.
- Eliminated the need to build and maintain a key management infrastructure.
- Reduced operational costs.
- Gained flexibility in implementation and integration with other production security controls.