Healthcare Services

This healthcare services organization wanted to enable smartphone use but also needed to remain compliant to regulations. To meet this challenge, the organization implemented Micro Focus® Retain™ Mobile to archive all mobile communications.

Overview
Organizations—especially ones in highly regulated industries such as financial, healthcare, and government—need to archive mobile communications. One particular healthcare service provider which provides rehabilitation and nursing home equipment and facilities in Washington, DC, had a need for archiving mobile communications to ensure HIPAA compliance. HIPAA states that no patient information can be shared via unsecured communications. With a large amount of patient data passing through its systems, the organization was at risk of litigation and non-compliance. A mobile communication archiving solution was needed.

Challenge
This organization uses smartphones for phone calls and text messages to internal and external employees, customers, and contractors. This greatly facilitates operations and communication within the company but opens the door for non-compliance. The system administrator explained, “As a healthcare organization, we are always undergoing some sort of litigation process, and we needed to gain more centralized control over the mobile communications.”

Solution
The company turned to Micro Focus Retain Mobile for the solution to its problems. Implementation was simple. Whether Retain Mobile is deployed in the cloud or on-premises, Micro Focus facilitates the installation. Retain Mobile is capable of archiving Exchange, Office365, GroupWise®, Gmail, and others, so email platform was not a problem. For the company, the implementation was simple, and once up and running, Retain Mobile started to immediately and securely archive SMS, MMS, BBM, BBM Enterprise, PIN, and phone call logs for BlackBerry, as well as phone call logs for Apple iOS and Android. All mobile communication is now stored and can be viewed in context. This archive has become a huge asset for the company. Retain Mobile’s powerful search engine ensures that whenever data is needed, it can be found via keyword, date, or sender or recipient. Once found, sensitive information can be redacted, enabling the message to work in court or litigation cases. It can also be exported into any needed format. These features ensure that all of the company’s mobile communication data will be there when needed.

Retain Mobile archives all electronic communications, including email and social media. All messages are securely stored in a single, unified Retain Mobile data archive and can be easily accessed through the Retain Web Access Archive Viewer, giving users easy access to a fully compliant, searchable, and discoverable archive.

At a Glance
- Industry
  Healthcare
- Location
  Undisclosed
- Challenge
  The organization needed to gain more centralized control over the mobile communications.
- Solution
  Use Retain Mobile to archive mobile communications.
- Results
  + Removed the responsibility of eDiscovery from IT
  + Enabled mobile communications without compromising compliance
  + Provided an accessible, searchable archive through the Web Access Archive Viewer
“Retain put eDiscovery responsibilities directly into the hands of the legal team. Retain lifted a huge burden from our IT staff and provided instant results to the legal team.”

IT DIRECTOR
Healthcare Services

Results
Talking about the solution, the company’s IT director said that “Retain put eDiscovery responsibilities directly into the hands of the legal team. Retain lifted a huge burden from our IT staff and provided instant results to the legal team.”

While new forms of communication can impose a risk on your organization, it is absolutely essential to take advantage of them in order to gain a competitive edge in business. The key here is to make sure that they are deployed in a way that risk can be mitigated and that the company isn’t exposed to liability. Retain Mobile provides the answer by giving communication oversight and archiving on multiple forms of mainstream communication. Just as Retain Mobile enabled mobile communication for this company, it can facilitate all forms of communication for yours.

About Micro Focus
Micro Focus is a global software company with 40 years of experience in delivering and supporting enterprise software solutions that help customers innovate faster with lower risk. By applying proven expertise in software and security, we enable customers to utilize new technology solutions while maximizing the value of their investments in critical IT infrastructure and business applications. As a result, they can build, operate, and secure the IT systems that bring together existing business logic and applications with emerging technologies—in essence, bridging the old and the new—to meet their increasingly complex business demands.