

ArcMail Defender pays multiple dividends to the Cape Fear Valley Health System.

Organization: Cape Fear Valley Health System

Location: Fayetteville, NC **Client Since:** January 2008

Product: Defender U3120

Problem

Phil Wood, Information Security Officer for the Cape Fear Valley Health System, began evaluating email archiving solutions in 2007 to bring the organization into compliance with various regulatory and legal requirements regarding the retention of electronic records. These include HIPAA (The Health Insurance Portability and Accountability Act), Sarbanes-Oxley, FRCP (Federal Rules of Civil Procedure) and PCI DSS (Payment Card Industry Data Security Standard).

Solution

Mr. Wood considered several archiving solutions, including a software-based system from a well-known vendor. "ArcMail's appliance-based approach was significantly more cost effective than the other systems we looked at," he said. "The software solution would have required us to install several additional servers, and pay substantial software licensing and maintenance fees. Plus, it would've taken a week to configure. We had Defender up and running in less than a day."

Prior to archiving with the ArcMail Defender U3120, the hospital did not have a formal email archiving strategy. "Email was included in network back-ups, but we never tried to recover individual emails from it because it's simply too cumbersome," Mr. Wood said.

Value

While compliance was the main incentive for Cape Fear Valley to implement a comprehensive email archiving strategy, Mr. Wood said that ArcMail Defender quickly began to pay for itself in other ways, including:

- **Employee productivity.** "People tend to treat email like it's a file-storage protocol," Mr. Wood explained. Users are afraid of losing email, so they save it in their mailboxes until they get the Mailbox Full message. Then they can't use email, so they drop everything, save their mail to PST folders and clear room in their mailboxes. "The PSTs often get deleted," Mr. Wood said, "so it's really no archive at all. They also get corrupted, and then we'd get help calls."

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Cape Fear Valley Health System

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Information Security Officer
Cape Fear Valley Health System*

About

Cape Fear Valley Health System

Cape Fear Valley is regional health system with 619 beds, four hospitals, and primary care physician offices throughout Cumberland County, North Carolina. Cape Fear Valley's 4000-plus employees send and receive approximately 2 million emails per month on the Microsoft Exchange 2003 platform. The organization began archiving with the ArcMail Defender U3120 in January 2008.

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SUCCESS STORY

Since Cape Fear Valley implemented ArcMail Defender in January 2008, employees have enjoyed the efficiency and convenience. “They love that they don’t have to keep everything in their mailbox or self-archive,” Mr. Wood said. “They know it’s all on Defender, and they can find what they’re looking for with a quick search — even from a remote browser.”

- **Longer server life and better performance**, because the system’s Exchange 2003 server is no longer being used as a long-term storage device, and user PST files aren’t filling up the data servers.

- **Faster network back-ups and lower storage media costs**, because older email is securely stored on Defender instead of on the mail server.

- **Better asset and risk management**. Besides the peace-of-mind of being fully compliant with various regulatory and legal requirements, Cape Fear Valley’s employees now have ready access to the important information that resides in email and attachments. Mr. Wood said that archiving with Defender is regarded as one of the organization’s “best practices” that sends the right message to staff, patients, regulators and the press.

Summing up the advantages of ArcMail Defender for the Cape Fear Valley Health System, Mr. Wood said, “It meets our needs at a very cost effective price. We had it up and running quickly. It’s easy to use, and helps us leverage IT resources better and reduce overhead. And now nobody worries about losing an email.”

Contact Us

To learn more about ArcMail’s complete email archiving and management solutions, email sales@arcmail.com, call 866-417-6495 or visit www.arcmail.com.

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