

**Organization**

American Health Information Management Association

Industry

Healthcare

Security Solutions

Email Security Services:

- Anti-Virus
- Anti-Spam

Number of Users

100

"MessageLabs is a team of experts. Therefore, I no longer need to know every little aspect of every new virus. That's for them to handle. I rely on them."

**- Tony Bieda, MCSE, MCDBA
Information Services Manager**

Case study

The Client

The American Health Information Management Association (AHIMA) advances its industry through advocacy, education, professional certification and lifelong learning. Founded in 1928, AHIMA has 51,000 members, along with over 100 employees who work off-site and connect to AHIMA's Chicago headquarters via a private computer network.

The Challenge

Now that healthcare information is migrating to an electronic environment, it has become vital to transmit and archive data securely and reliably. That is one reason why Tony Bieda, AHIMA's Information Services Manager, made certain he installed an up-to-date anti-virus application into the association's email system.

At first, the software snared countless viruses, but it soon became so bogged down that Tony's staff spent more than an hour every day deleting suspicious files one at a time. So even though the anti-virus software was effective, the department's manpower was being spent hunting and deleting viruses—instead of tending to its daily responsibilities.

In addition, Tony was aware of new viruses that were beginning to circulate. Knowing how long it takes to develop and test patches and updates, he feared that his off-the-shelf anti-virus application would be rendered out-of-date by these complex viruses that were hatched after his software had been released.

The Solution

Tony decided to use an outside provider to fend off AHIMA's viruses. He researched three vendors and chose MessageLabs. Why? MessageLabs was an affordable solution that guaranteed no viruses would get through the system. Plus, it offered anti-spam filtering services that promised to screen out junk mail with virtually no false-positives.

MessageLabs delivered. According to Tony Bieda's estimate, the overall traffic in the AHIMA system was immediately cut by 40% by removing unwanted spam. Equally important, MessageLabs continually updates its anti-virus software, so it's always a step ahead of the pack—never behind it. Tony's staff is no longer worried about new viruses, nor is it manually removing rogue files. Now AHIMA's workers are doing what's most important: helping fulfill the association's mission.