

HEALTHCARE RETENTION REQUIREMENTS

Developing a comprehensive email retention policy has become a necessity for all U.S. health care professionals. Strict regulations such as HIPAA, have impacted health care providers who do business electronically, as well as many of their health care business partners. As a result, health care professionals and their partners are obligated to capture and secure all incoming and outgoing electronic communications.

ARCHIVING AND eDISCOVERY

In this intense regulatory environment, the healthcare industry can't afford to be without accessible, compliant email archiving to satisfy legal discovery, government regulations, or audits. Unfortunately, meeting the letter of the law puts a significant burden on tight resources and staff in the IT department.

Email has also become increasingly valuable in litigation because it contains off-the-cuff, unguarded comments written at the time of the event. It is difficult to refute email in court, even when taken out of context.

Because it is so valuable, the volume of email discovery requests (search) has increased substantially and it has become even more imperative that every healthcare provider not only protect their email data, but archive them in a format that is both accessible and protects patient privacy.

THE CHALLENGE

At a minimum, email archiving provides healthcare professionals with a means to address the data explosion in a manner that satisfies regulatory requirements and reduces the burden placed on IT applications such as email. It is no surprise then that cost-effective information archiving remains at the top of the list of priorities for healthcare IT decision makers. Put another way—archiving is no longer a value-added service for IT; it is an essential component of the IT portfolio, and it is required to tame skyrocketing storage costs while maintaining compliance.

THE SOLUTION

Sonasoftware delivers cloud-powered, email archiving technology to healthcare professionals for a fraction of the cost without the need to purchase hardware, install software or manage ongoing maintenance. EVERY email that any person in your business sends and receives is securely archived, searchable and accessible forever.

Healthcare organizations are increasingly looking towards services like Sonasoftware's to address all these challenges.

- Capture all emails for email retention and provide multiple layers of secure access for legal administrators and search users to comply with discovery requests.
- Provide end users with access their historical mail through the archive for day to day knowledge management, but more importantly business continuity in the event of an mail server failure
- Allow end users with proper permissions to process their own personal archives or PST files into the archive service, eliminating the need for special migration projects or fees.
- Help the management of storage growth and restrictions on the mail servers and network shares allowing for shorter, more frequent backups and quicker restoration times

WHY CHOOSE A CLOUD-POWERED ARCHIVING SERVICE?

Cost and Scale. In order to deploy an on-premise archive, customers frequently have to make the following investments in infrastructure:

- One or more servers (hosts) for the archiving system and supported systems
- Storage (typically enterprise-class network/SAN storage) for the archiving system
- Fiber channel connections for network/SAN storage
- Incremental power, cooling, and rack space for the infrastructure noted above.

With the Sonasoftware Cloud-Powered Archiving there are no upfront costs and no investments in hardware, software, or installation required.

Key Benefits

- Every email, stored, searchable, accessible & secure—forever
- No hardware, software, maintenance or installation required
- Unlimited storage of emails
- A true business grade compliance solution to your email archival requirements
- Allows organizations to focus on their core business and not be distracted with infrastructure hassles

Service Features

- Global Administrator extensive search options of all mail over any period
- Archives both internal and external mail securely (AES military strength encryption) to 8 redundant data centers
- Supports all major messaging environments including: Exchange, Notes, GroupWise, Imail, Scalix, and Zimbra
- Email accessible as online view, PDF, message download, or PST download
- Designed for compliance archiving and e-discovery (FINRA, FERPA, FRCP, SOX, SEC & HIPAA)

Sonasoftware

2150 Trade Zone Blvd., Suite 203
San Jose, CA 95131
408-708-4000 | www.sonasoftware.com

SONASOFT SOLUTION: SIMPLE, POWERFUL, COST EFFECTIVE

Sonasoftware understands the importance of the rules and regulations educational institutions are required to abide by. Sonasoftware's Archive Service helps ease this process by streamlining the compliance and eDiscovery process by providing a solution that enables you to archive and search all of your archived email.

UNLIMITED STORAGE

Storage capacity automatically increases on a per customer basis, at no additional cost. Regardless of how much email you add, you will never run out of storage, or be charged additional fees. This allows you to easily abide by the FRCP rules, because you can store as much data necessary and be able to access it and produce the requested information.

ROBUST

Litigation requests often stipulate a fixed time to gather and present information. The Sonasoftware Archive harnesses the on-demand CPU power of the cloud, leveraging geographically dispersed data centers to power archival functions for data ingestion, indexing, search, eDiscovery and export. The Sonasoftware system uses map-reduce style, parallel processing to search very large data sets in sub-second response times. This type of processing is only possible with cloud-compute CPU, which can scale up in real-time so that every customer search experience is quick and timely, without the hassle of waiting for your jobs to complete.

EASE OF USE

With no hardware to buy or software to install, you can be up and running within hours. The simple and intuitive web-based interface allows for easy archive set up and our support team provides training for you and your staff. Rapid search and retrieval is possible by individuals in a personal archive, or across the whole archive by authorized users.

SECURITY AND PRIVACY

Our data storage meets rigorous PCI DSS standards (Payment Card Industry Data Security Standard) and the guidelines set forth by the Cloud Security Alliance. All data is secured via industry standard encryption

(Defense Department AES and SSL), with no shared encryption keys across customers. There is never any co-mingling of archived data between customers. At the application layer, Sonasoftware uses Secure Socket Layers (SSL) to encrypt all communication between the web browser and the data center, and a processing pipeline that ensures performance and data privacy between customer accounts.

COMPLIANT

FISMA/FIPS* (Infrastructure), NARA 36 CFR, 1220.34 & 1220.38, FOI, Legal Discovery.

- Data is accessible and searchable in real-time 24x7.
- Can define custom retention policies
- All data is stored redundantly in geographically dispersed datacenters.
- Storage is designed to provide 99.999999999% data durability.
- Storage is designed to sustain the concurrent loss of data in two facilities.
- All message content, attachments and metadata are stored and fully indexed.
- Search results can be exported and downloaded in a variety of standard formats
- Long-term retention (up to indefinite)
- Archiving system supports email, instant messaging and social media
- Data stored in WORM format by default
- AES 256 bit encryption by default for all data in transit and at rest
- Custom tagging and advanced search (for NASD 2860 re: classifying and locating complaints)

BUDGET AND ROI

The Sonasoftware Archive is offered on a low cost per mailbox/month charge with unlimited storage. Since it is offered as Software as a Service (SaaS) with no hardware or software licenses to buy, there are no capital outlay requirements. More importantly, by migrating your data to the cloud, you can reallocate or eliminate on-premise or hosted servers, avoid compliance fines and fees associated with data loss, and reduce the costs associated with eDiscovery and analysis by leveraging Sonasoftware's easy to use UI for early case assessment.

About Sonasoftware

Sonasoftware was founded in 2002 for the purpose of providing software-based solutions that simplify and automate the process of replication, archiving, backup, recovery, centralize the management of multiple servers, and cost-effectively provide a disaster recovery strategy to protect valuable data. The result is higher availability of computer-based information, reduced risk of accidental or deliberate data loss, lower IT costs, and a sound disaster recovery strategy.

Sonasoftware is the only company that provides an integrated Backup, Recovery, Archiving, Replication and Migration solution for Microsoft Exchange, and SQL Server for businesses. Typically, customers have to buy multiple solutions from different vendors to get similar capability. Also, it would cost three to four times more to get comparable functionality offered by Sonasoftware's solution.

Sonasoftware, A Leading Provider of Automated Archiving, Backup And Recovery Solutions For SMB's

Sonasoftware

2150 Trade Zone Blvd., Suite 203
San Jose, CA 95131
408-708-4000 | www.sonasoftware.com