

netgovern™

YALE NEW HAVEN
HEALTH SYSTEMS,
CASE STUDY



NETGOVERN DELIVERS EMAIL ARCHIVING AND MIGRATION SOLUTION FOR HOSPITALS IN YNHHS'S NETWORK

“ One of the strengths about working with NetGovern is that your team is always open to discussing new features, and then implements them. The lines of communication are always open. It's a strong partnership. ”

Sahin Boluk
Senior Messaging Administrator
Yale New Haven Health Systems

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CLIENT OVERVIEW

Affiliated with Yale University in support of patient care, medical education and clinical research, Yale New Haven Health System (YNHHS) is Connecticut's leading healthcare system with more than 20,000 employees. Formed in 1996, YNHHS includes three member hospitals—Bridgeport Hospital, Greenwich Hospital, Yale-New Haven Hospital, and a physician foundation, Northeast Medical Group. YNHHS is committed to innovation and excellence in patient care, teaching, and research in the services it provides to the hospital community.

Subject to both federal regulations and strict state regulations, the healthcare industry is considered to be one of the most heavily-regulated industries in the United States, after the nuclear power industry. The introduction of the Administrative Simplification Requirements of the Health Insurance Portability and Accountability Act (HIPAA) of 1996 had a profound impact on healthcare providers who do business electronically, as well as on many of their healthcare business partners. It stated that electronic transactions and protected health information (PHI) must be retained to meet HIPAA's data retention compliance requirement and ensure the confidentiality and protection of private healthcare information. When first introduced, HIPAA sent the healthcare industry scrambling to meet its requirements. Yale New Haven Health System was no different.

VITAL STATS

- Client since 2011
- 20,000 users
- Novell GroupWise collaboration system
- HIPAA requirements
- eDiscovery requests from Inside Counsel

BUSINESS CHALLENGE

In the spring of 2011, Yale New Haven Health System decided to replace its Novell GroupWise email system with Microsoft Exchange. After encountering serious difficulties with another vendor, the hospital halted its migration and began looking for another solution.

"I knew there were difficulties associated with the original email migration project," says Sahin Boluk, a Senior Messaging Administrator at Yale New Haven Health System, acknowledging that an earlier migration project led by another vendor had failed before he joined the team. "By the time I joined the YNHHS, the email migration project was almost complete," Boluk recalls. Once the migration project was successfully completed, the hospital decided to pursue a pilot project with NetGovern and implement email archiving by leveraging the archiving component of NetGovern that was already installed at YNHHS during the migration process.

As might be expected, a significant amount of communication among doctors, patients and support staff takes place via email at Yale New Haven Health

System. In fact, there are more than 20,000 users of the Microsoft Exchange email system at Yale New Haven Health System, but according to Boluk, NetGovern Archive has been successfully meeting the email retention and archiving challenges at the hospital for several years.

“ We do get a lot of eDiscovery requests from the Legal team here at the hospital and outside law enforcement agencies, and not only can those requests be very complicated in nature, they also have to be met very quickly. ”

Sahin Boluk
Senior Messaging Administrator
Yale New Haven Health Systems

CRITICAL REQUIREMENTS

1. Standardize the hospital's on one enterprise email system with both the medical school and its partner hospitals in the health system.
2. Implement email archiving at the hospital to copy or move content to a centrally-managed archive where it can be easily discoverable in response to eDiscovery requests.
3. Help the hospital set organizational-wide data retention policies to deal with a large amount of unstructured data like data.
4. Train the hospital's staff on how to use NetGovern Archive's simple search functionality to find archived email and provide advanced training classes to hospital administrators tasked with performing eDiscovery.

PRODUCT PERFORMANCE

When YNHHS learned that NetGovern provided a solution and methodology that migrates the data behind the scene, allowing for data integrity checks, high-fidelity capture of personal archives, minimizing end-user disruption, and the possibility to extend the system into a full-blown enterprise email archiving solution, the hospital chose NetGovern to complete its email migration. The use of archiving to complete the migration not only simplifies and automates the migration process, but also allows the hospital to inject a limited amount of email into its new email system to keep it small and manageable, and saving both time and money for the entire migration project.

THE BOTTOM LINE

In addition to allowing Yale New Haven Health System to smoothly transition 20,000+ email users, standardize its email systems with both the medical school and its partner hospitals in the health system, NetGovern also ensures continued email compliance for the hospital.