



How SendGuard Prevents Misdirected Emails and Ensures Compliance

VMX Technologies



MSP



100 users



Berlin, New Jersey



SendConfirm



VMX Technologies is an managed service provider (MSP) that has one simple goal - to provide organizations of all size and type with first class IT support. They have 25+ years of experience in software, hardware, networking, and cybersecurity expertise.

One of their clients, a non-profit organization, needed an email protection solution that prevents accidental data loss via misdirected emails and misattached files.

Business Challenge

Their client routinely hires employees who work with members of the community that have health-related needs. This means it's very important for staff to not accidentally email records containing medical information to people who should not have access to it. Their customer needed something to reduce the number of emails sent to the wrong recipient. **Users would type email addresses in the To field and rely on auto-complete.** Occasionally, this would **result in information being sent to the wrong person.**

As a managed service provider, it was VMX Technologies' responsibility to ensure that their client was compliant with data privacy laws (HIPPA, etc) regarding protected health information (PHI).

The Solution



What set SendGuard apart from the others was the ease of deployment. After the initial set up within Office 365, distribution to users is simplified without having to install or remove software from every computer.

Chris Morozin, President, VMX Technologies, LLC

After an informal selection process of testing out a few other similar products, the team at VMX chose SendGuard. They were able to conclude that SendGuard would fit the needs in terms of both features and ease of deployment.

They deployed SendGuard to their client's computer which helps them to secure their outbound email communication by mitigating against the risk of addressing an email to the wrong client and potentially sending sensitive data to the wrong recipient.

Results



The most useful feature is the required confirmation of email addresses after an email is sent, provided a double check that the email is going to the right people.

Chris Morozin, President, VMX Technologies, LLC

- **Reduced number of Misdirected Emails:** Once VMX implemented SendGuard for their client, they found that fewer emails are being sent to the wrong person.
- **Enhanced Security:** "The extra level of verification is great for peace of mind that information is going to the correct recipients" says Chris Morozin. By using SendGuard users are empowered to make data protection decisions.
- **Compliance with Data Privacy Laws:** Strict regulations like HIPAA mandate rigorous data protection measures for organizations that handle sensitive patient information. SendGuard achieves this by getting users to confirm recipients and attachments before any external email is sent.

SendGuard for Outlook is a governance, risk and compliance solution that analyzes email content and attachments for all outbound emails to ensure email data security and prevent data breaches caused by risky employee behavior on emails.

www.standss.com/sendguard



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