



Euclid Insurance Improves Customer Service and Reduces Costs by 75% with FileWorks Online™

The Challenge:

- Safely transfer sensitive healthcare and personal information to clients and business partners
- Maintain secure lines of communication between the company, clients and carriers
- Provide a means to securely review employee lists and establish new client accounts for health insurance

The Solution:

Secure online data storage with FileWorks Online™ simplified secure information transfer and provided a secure backup system for business-critical data.

ROI

- 75% savings over previous solution (encryption server)
- Eliminated need for in-house server-based system
- Reduced help desk overhead
- Added bonus: Provided needed secure, accessible storage for emergency file backups for disaster recovery

CASE STUDY

FileWorks, Inc.
www.FileWorks.com

Euclid Insurance Improves Customer Service and Reduces Costs by 75% with FileWorks Online™

*Secure Online Document Storage and Collaboration
Also Helps Insurance Brokerage Stay HIPAA Compliant*

EXECUTIVE OVERVIEW

Euclid Insurance needed a solution that would allow clients and carriers to securely transfer sensitive health insurance data without straining the company's IT resources or forcing clients to use cumbersome encryption keys. After researching options, Dan Novak, Euclid's IT manager, standardized his company's data security around FileWorks Online™. FileWorks Online™ was his preferred solution because it provides:

- Secure online file sharing and collaboration.
- Controlled, auditable document access to assist with HIPAA compliance.
- ROI in the form of a significantly lower cost of operations – FileWorks Online™ is one-quarter the cost of Euclid's previous security solution.
- Less of a burden on Euclid's IT team for systems maintenance and help desk functions.

CORPORATE PROFILE

Founded in 1952, Euclid Insurance is the 12th largest insurance broker in Illinois, with clients throughout the country. The firm provides a full range of insurance brokerage services and products for companies and individuals, including employee benefits, property and casualty, and retirement programs. Euclid Insurance is headquartered in Itasca, Illinois, with satellite offices in Melbourne, Florida, and Kansas City, Missouri, and employs more than 150 professionals.

THE BUSINESS CHALLENGE

Euclid Insurance has a thriving health insurance practice, serving employers around the country. The company's primary challenge was to safely transfer sensitive healthcare and personal information to clients and business partners. The process is especially critical during health insurance open enrollment periods, when sensitive information, such as social security numbers, must be transferred to the carrier or underwriter. In addition, the security solution Euclid selected had to meet HIPAA requirements for patient information security.

The company also was seeking a new platform to create an online file repository to store mission-critical data for disaster recovery. The data storage needed to be secure and accessible from any location at any time.

According to Dan Novak, IT manager for Euclid Insurance, data security is a critical part of his company's business, especially when dealing with sensitive employee information related to open enrollment for health insurance. Part of Novak's responsibility is maintaining secure lines of communication between the company, clients and carriers, and providing a means to securely review employee lists and establish new client accounts for health insurance. Euclid Insurance prides itself on the quality of its customer care. The ability to offer full data security with a system that helps clients and carriers comply with HIPAA regulations was critical to the company.

To establish secure communications with its clients and insurance carriers, Euclid previously purchased a secure network appliance that was designed to allow the company to encrypt and send data over the Internet from its server. Novak discovered that administering the company's own secure file transfer infrastructure was costly. It required an on-site server, a commitment from his team to maintain the server, a long-term software maintenance agreement, and modifications to the company's firewall. More importantly, Euclid's clients found the system confusing and difficult to use. To decrypt the data, clients were required to retrieve encryption keys that were often hard to access, which required additional time and increased workload for Euclid's help desk personnel to deal with the problem.

THE FILEWORKS ONLINE™ SOLUTION

The network appliance that Euclid had in place to encrypt and transfer data was proving too confusing and costly. To address these problems, Novak searched for alternative solutions that would provide secure data transfers, but without the complexity of their self-hosted solution and at substantially reduced cost. That's when Novak discovered FileWorks Online™. Migrating to FileWorks Online™ for secure online data storage simplified secure information transfer and provided a secure backup system for business-critical data.

With FileWorks Online™, Euclid's staff can set up a simple and secure file transfer procedure using FileWorks Online's encrypted online document storage and management features. Sensitive information data files can be uploaded to Euclid's FileWorks Online™ account. A user-defined, automatic notification or a user-generated email notification is sent to the client, underwriter or other party who needs to access that data. Other collaboration tools, such as document notes and electronic signatures, can be used to send notes to recipients or implement an approval process. The recipient simply logs in to access and download the file. This procedure assures maximum security and is easy to implement with minimal or no training —and it eliminates the complexities of Euclid's previous system.

It is critical to Euclid that FileWorks Online™ makes it easy for them to comply with HIPAA regulations regarding the secure electronic transfer of healthcare data. With FileWorks Online™, secure data access and transfer is seamless to the end user. Euclid's managers have complete control over who can access specific files, and FileWorks Online™ maintains an audit trail when files are added and accessed. FileWorks Online™ provides state-of-the-art network security. Files are encrypted during 128-bit SSL transmission and remain encrypted while stored. FileWorks Online™ eliminates the complications involved with sending separate code keys for decryption.

"FileWorks Online™ has helped us maintain HIPAA compliance while handling sensitive data, without creating an over-encumbering process for our users," said Novak. "FileWorks Online™ gives us everything we need for secure data transfer at a very competitive price."

Novak estimates that he has been able to improve secure data file transfer with full HIPAA compliance for one-quarter the cost of his previous solution. He has not only saved the cost of managing his own server-based system, but he has substantially reduced his help desk overhead costs because the FileWorks Online™ system is easy for his clients to learn and use.

As an added bonus, Novak has standardized on FileWorks Online™ for Euclid's emergency file backups. The data is securely segmented by insurance division, so there are separate, secure file stores for the company's liability, benefits, and transportation divisions. As Novak explains, "This is critical for a diverse company with several lines of products and different divisions. FileWorks Online™ allows us to store and share information but keep the data completely separate so managers don't have to know about each other's accounts."

All of Euclid's business-critical files have been stored in FileWorks Online™. With FileWorks Online™ in place, Euclid's management team is prepared for any disaster, and they can securely access business-critical data anywhere in the world.

THE REAL VALUE OF FILEWORKS ONLINE™

For Euclid Insurance, adopting FileWorks Online™ has resulted in a number of benefits, including:

Better security:

"Security is our primary concern and the system has proven itself admirably. Users are now able to share files only with those they choose and verify if and when the data has been accessed."

HIPAA compliance:

"We are able to maintain HIPPA compliance and not inundate the users with complex processes or procedures."

Reducing IT's workload:

"The Web-based interface has been a blessing to our IT department. The number of help desk requests regarding secure file transfers has decreased dramatically."

Reduced cost and greater ROI:

"Compared to the cost of our previous encryption server, FileWorks Online™ has reduced our costs by a factor of four."

###