Archiving and eDiscovery for Healthcare
Store, manage, and discover critical business information in the healthcare industry

Data Sheet: Archiving and eDiscovery

Overview
Managing data growth in the healthcare industry is a major issue, with Symantec healthcare customers reporting anywhere from 30 percent to 50 percent (or more) annual growth rates. And, Gartner reports that approximately 70 percent of data is duplicate and hasn’t been accessed in over 90 days.1 You are challenged with identifying this information and determining what to do with it. Should you keep or delete it? What retention policy do you apply? How do you maintain end user and administrative access to it? And is there a way to automate all of this without increasing infrastructure overhead?

Further, there is a growing trend to search electronic information for many reasons including: internal audits, HR requests, compliance supervision, and legal cases. Without archiving, this can be a time consuming and manual process. Archiving helps customers to be more proactive and prepared when it comes to search and eDiscovery because it is not a matter of if, but a matter of when.

With over 10 years experience and as the most widely deployed archiving solution on the market, Symantec Enterprise Vault™ and Symantec Enterprise Vault.cloud™ have enabled over 28,000 customers to better store, manage, and discover their email and electronic files.2 We can help you address at least seven major pain points our healthcare clients have shared.

An archive for all content sources
Healthcare organizations should stop and question how much of their data is old and duplicate. What can be implemented to prevent the unnecessary overhead to manage, backup, and store it? Natively and through integrated partners, the Enterprise Vault family of products targets sources across the data center to archive infrequently accessed, duplicate, and business records into a centrally managed repository. Information is indexed, deduplicated, compressed, and made available to end users and administrative/legal purposes. These sources include:

- Microsoft® Exchange and Lotus Domino®
- Personal Storage Tables (PST) files and Notes Storage Files (NSF) archives
- Microsoft SharePoint®
- Windows®-, Linux®, and UNIX®-file servers
- Social media such as Facebook, LinkedIn, Twitter, websites, and numerous other sources
- Structured data (SAP® files and attachments)
- Instant messaging systems
- Video and voice
- Blackberry® SMS and PIN
- Bloomberg and Reuters

Healthcare pain points

Storage reclamation
Storage of unstructured data is growing exponentially with no strategy in place to deduplicate, compress, and defensibly delete that data. With its built-in deduplication and compression, the Enterprise Vault family of products is specifically designed to reduce the primary data footprint, with some customers reporting up to 70 percent storage reclamation. Additionally, with its built-in automated ability to expire content after it has reached its useful life, Enterprise Vault is very effective in helping you to reclaim costly storage. Further, by no longer retaining this content, legal risk from future discovery activities is reduced.

Symantec™ Data Loss Prevention
In the healthcare industry, it is particularly important that data in motion be secured and properly maintained depending on the content type. Enterprise Vault Data Classification

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2. Gartner Magic Quadrant for Enterprise Information Archiving, 2011
Services offers content-aware classification, based on our Symantec™ Data Loss Prevention technology to help organizations create an automated, repeatable method to classify and store Exchange email. Decisions are made whether or not to store the message in the archive, for how long, and if there should be tags applied (e.g. HIPAA violations, attorney-client privilege, credit card numbers). An easy way to leverage Data Classification Services at first is to defensibly delete irrelevant email (e.g. junk, profanity, or spam) and not store it in the archive. These tags can also be used to prompt messages for review within Enterprise Vault Compliance Accelerator and for fast search within Enterprise Vault Discovery Accelerator and the Clearwell eDiscovery Platform from Symantec™.

Complying with regulatory retention requirements

Organizations in the healthcare industry have to comply with numerous regulations and rules (e.g. HIPAA, 21 CFR Part 11, and Sarbanes Oxley) that outline how long to keep information, prove/enforce deletion, and secure access to the information. In addition to the automated classification methodology offered by the Data Classification Services module, Enterprise Vault can preserve content for legal or compliance content using native item legal hold placed by either Discovery Accelerator or the Clearwell eDiscovery Platform from Symantec™. Full audit trails are available to prove to regulatory authorities or opposing counsel that content was preserved until the matter is resolved.

Use legal cost savings to fund strategic IT initiatives

Facing ever increasing cost scrutiny, healthcare organizations must do more with lower (or flat) budgets. At the same time, they are delivering multi-year, highly complex Electronic Health Record systems, which can consume IT resources from other projects. In addition, unexpected ad-hoc discovery requests can defocus IT from delivering strategic value. By deploying Enterprise Vault with its eDiscovery capabilities, you can realize hundreds of thousands of dollars of legal discovery costs per case. The advantage is that these hard dollar savings can then be used to fund other important healthcare initiatives and patient care.

Effective eDiscovery strategy

Healthcare is a highly litigious and regulated industry, yet many organizations are unprepared with the right systems to cost effectively address these requirements. Any IT administrator or legal counsel who has had to respond to a lawsuit, internal investigation, or compliance audit understands the challenges of information governance, meeting court-sanctioned deadlines, and expensive third-party review. The entire process needs to be streamlined and made easier to defensibly and cost-effectively respond to eDiscovery requests. The answer is an intelligent information governance solution with a purpose-built eDiscovery platform.

Enterprise Vault and Enterprise Vault.cloud provide a single repository of information archived across multiple content sources. This ensures that relevant information is correctly preserved and made available for eDiscovery cases. Archived information is indexed and instantly accessible, enabling simplified early case assessment with Discovery Accelerator and more robust review and analysis with the Clearwell eDiscovery Platform™ from Symantec.

The Clearwell eDiscovery Platform from Symantec™ extends the eDiscovery reach to data beyond the archive to include a full spectrum of enterprise sources including network servers, storage systems, backups, application repositories, and laptops and desktops. This information is searched in a transparent and unobtrusive manner, and once all data is collected, advanced search and analytics can cull data by over 90 percent, enabling efficient legal hold and accelerating review and production.
Structured database growth

Just like the unparalleled growth of unstructured data, healthcare organizations also need to tackle the growth of structured databases underlying myriad applications in the enterprise. And, with the implementation of mega systems like Epic, numerous point applications are being retired yet you still need access to the data for legal or regulatory reasons.

Symantec can help with the Informatica Data Archive product suite, which is designed to migrate production data to a secondary database without impacting the application. Not only does this improve performance, but it also lowers backup times and simplifies the process of creating and refreshing test and development environments.

As illustrated in Figure 2, the Informatica Data Archive can also help you retire the many point applications and provide access to the data at the same time.

Leverage the cloud

Symantec provides you with the flexibility to deploy best-of-breed archiving solutions on-premise, hybrid, or in the cloud. Regardless of the delivery model, Symantec can provide the solution that best meets the immediate and long-term information management goals of your organization.

Enterprise Vault.cloud enables you to address the challenges of email storage management, eDiscovery, and regulatory compliance with the ease and efficiency of a purely hosted service. With no hardware, software, or plug-ins to install and maintain, this solution offers unlimited cloud storage with rapid search and retrieval for a flat fee per mailbox per month.

More Information

Visit our website
http://www.symantec.com/ev

To speak with a Product Specialist in the U.S.
Call toll-free 1 (877) 253-2793

To speak with a Product Specialist outside the U.S.
For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec protects the world’s information and is the global leader in security, backup, and availability solutions. Our innovative products and services protect people and information in any environment—from the smallest mobile device to the enterprise data center to cloud-based systems. Our industry-leading expertise in protecting data, identities, and interactions gives our customers confidence in a connected world. More information is available at www.symantec.com or by connecting with Symantec at go.symantec.com/socialmedia.

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