As a result of acquisitions, AMN Healthcare, the largest healthcare staffing company in the country, had various security and messaging management products across the organization and wanted to standardize these products across the organization. After a review of the various offerings, AMN chose Symantec products for security and email archiving. Using Symantec Enterprise Vault, AMN is able, in large measure, to automate its email retention and access process, reduce its email volume; and cut administrative time by eliminating PST files. The company has also deployed Symantec Multi-tier Protection as its endpoint security solution, resulting in robust malware protection with simplified administration, and the filtering out of a significant percentage of its email as spam.

Standardizing After An Acquisition

Often when two companies are brought together, the deal makes sense on paper, but IT is left scrambling—sometimes for years—trying to integrate two dissimilar infrastructures. The management of AMN Healthcare, Inc., was determined to avoid this scenario after a major acquisition two years ago.

“We took the strategic approach of immediately aligning the two IT teams and creating standards and consistency in our approach,” says Craig Brasher, senior director of AMN Healthcare’s Technology Systems Group. “It was a solid team effort, and we were able to accomplish most of the integration within the first year.”

When it came to security and messaging management—no small concerns in the healthcare industry—the organization decided to standardize on Symantec products.

Enforcing Policies

When AMN’s general counsel asked IT to address potential risk and vulnerability around email retention, Brasher and Bruce Carothers, AMN Healthcare’s chief technology officer, began looking for an automated archiving solution. AMN had defined specific document and email retention policies, and sought a way to consistently and efficiently enforce those policies without distracting business operations.

“We wanted a best-of-breed solution,” says Brasher. “We noticed that other vendors kept comparing their products to Symantec Enterprise Vault, so we thought there must be a reason for that.”
Using Enterprise Vault, AMN can set different email retention policies for different users, and automatically retain messages, archive them, or expunge them from the vault entirely. AMN has enhanced these capabilities by adding Journaling for Microsoft Exchange, which allows Brasher’s team to immediately archive emails as they are sent and received for specific users.

“If a company goes to court and gets into a long discovery process, just having a policy in place wouldn’t be enough,” says Brasher. “Through Enterprise Vault, AMN will be in a stronger position to meet its discovery obligations. Enterprise Vault enables us to have a clean copy of all email correspondence, in and out.”

Automating Discovery

A related benefit of Enterprise Vault is its e-discovery capabilities. Using Enterprise Vault Discovery Accelerator to extend the basic search functionality of Enterprise Vault, the legal team will be able to fulfill discovery requests without involving IT personnel. “AMN is committed to responding to discovery and court requests in a timely manner,” says Brasher.

Staff time responding to e-discovery requests has been greatly reduced. Without Enterprise Vault, if a user had deleted emails from his or her inbox, IT staff would potentially need to try to restore them from tape and hunt through hundreds of email messages to find the needed data—a very time consuming process. With Enterprise Vault, Brasher estimates that his staff will spend far less time on e-discovery.

Saying Goodbye to PST Files

AMN is also using the Enterprise Vault PST Migrator to migrate existing PST file data into the archive repository and restore the ability to search across and access messages previously stored in user-created PST files.

“Enterprise Vault’s PST Migrator assisted in addressing a potential issue with large PST’s,” says Bruce Nicholls, a director of IT for AMN Healthcare. “We had some PST...
folders that were approaching Microsoft’s recommended size limits. By bringing this email into the archive, we’ve provided a safe, reliable method to access those messages.”

Archiving with Enterprise Vault also helps AMN keep its mail store size under control, making recovery easier. “We need to remain as nimble as possible with our Exchange server for recovery purposes,” says Brasher. “If we get up to a terabyte store of mail, recovery becomes much more difficult.”

**Securing the Endpoints**

To ensure endpoint security and protect against viruses and spyware, AMN is using Symantec™ Multi-tier Protection. Prior to standardizing on this new technology, the company’s corporate and nursing divisions used Symantec AntiVirus™, while the physician staffing and placement divisions used a solution from McAfee.

“I’m a big believer in multiple layers of security,” says Brasher. “I had a unique opportunity to compare Symantec’s product with other industry leaders, in terms of speed to write new virus signatures and central management tools. For our needs, Symantec’s products were the best fit for AMN.”

Nicholls agrees, adding, “Symantec does a good job of keeping us secure. There’s not a lot of manual remediation, which is a good thing.”

Symantec Multi-tier Protection combines Symantec™ Endpoint Protection with malware protection for the heterogeneous environment of the typical enterprise. Symantec Endpoint Protection provides antivirus, antispyware, desktop firewall, intrusion prevention, and device control technologies, all controlled through a single management console, with optional Network Access control available through the same agent.

**Bringing Spam Under Control**

Not unlike many companies, AMN had challenges with spam, and this has been better controlled with another element of Multi-tier Protection, Symantec™ Mail Security for SMTP.

“Our logs show that a significant percentage of our incoming email is spam,” says Nicholls. “Our mail server was at risk of not keeping up with the volume coming in.”

“Once we put SMS for SMTP in front of it,” Nicholls continues, “it was like a breath of fresh air. Without it, we would have had to add another Exchange server, or add capacity, which would have been thousands of dollars either way. Now, users get very little spam, we have very few false positives, and our Exchange server is running comfortably.”

**Earning the Business, One Product at a Time**

Symantec Consulting Services assisted with AMN’s Enterprise Vault implementation, and Symantec Essential Support Services provides 24x7 technical support for all the firm’s Symantec products. “I was very impressed with Symantec Consulting Services,” says Nicholls. “They were able to meet a ridiculously short time window and were very generous with knowledge transfer.”

AMN is also using Symantec Backup Exec™ System Recovery for image-based system restore and disaster recovery, Symantec Ghost™ Solution Suite for endpoint imaging and management, and Symantec pcAnywhere™ for remote desktop administration.

“Each time we look for a new solution, we don’t just hand Symantec our business,” says Brasher. “We make them earn it. So kudos to Symantec for rising to that challenge each and every time.”