RAPID MIGRATION WITH MORE ROBUST SECURITY

When a vendor terminates a contract with little notice, ITsavvy takes the reins.

About the Client

Twenty-three days. That's the short notice that Help At Home was given that it's hosted email contract was being terminated. In three weeks, all 900+ of its email accounts had to be migrated over to a replacement vendor.

Gary F., Information Technology Manager at Help At Home, had known that his legacy vendor was having problems keeping up with Help At Home's rapid growth. Additionally, Help At Home's email addresses had been hijacked by a phishing scam that was now producing bogus emails bouncing back to the vendor as spam. It was an administrative headache that the vendor no longer wanted to bear. "To be fair, we had outgrown their capabilities," Gary explained.

Calling on previous relationships with the ITsavvy team, Gary immediately began strategizing with Jim Mundall in Illinois and Steve Lupinski in New York to address the compressed timeline.

Their Challenge

The deadline was only part of the challenge. ITsavvy needed to resolve the spam issue that had been plaguing the legacy vendor. "We took on

OVERVIEW

Industry
Healthcare

Client Profile
Help At Home, and its sister company Oxford HealthCare, make home residency possible for seniors and other individuals who are unable to handle day-to-day necessities. Operating out of over 110 locations in nine states, the company's trained Homemakers, Nursing Assistants and Registered nurses provide home-based care around the clock.

Business Situation
When the legacy hosted email vendor terminated its contract, Help At Home had 23 days to find a replacement vendor and complete the migration. An additional challenge: the email URL had been hijacked by scammers, producing excessive spam activity.

Solution
The savvyMail® team knocked out the migration within the deadline and implemented a more robust password strategy to root out malware. savvyMail's continuous virus and spam updates ensure ongoing network health.

Benefit
> 23-day end-to-end project turnaround
> More robust password strategy
> Improved output from new high-tech printers
> Enhanced network security and health
> Scalable for growth at multiple sites
> Improved reliability to meet regulatory compliance

IT SAVVY

the role as managers knowing that spam would be coming into our system initially," Steve explained. "We had to take precautions to minimize the effects on our network."

Additionally, as a healthcare organization that serves as a point of contact liaison, the company's emails and documents *must* be available during business hours. "We were planning the migration to take place over a weekend," Gary said. "When the following Monday morning came around, those accounts had to be active or we would be in contract violation with the state vendor."

Our Solution

ITsavvy teams in Addison, Illinois and Hauppauge, New York committed themselves to meeting the strict project objectives. "We had to coordinate the transition with the legacy provider, learn how their accounts were set up, and mimic them in a new environment," Jim explained. All within a matter of days.

During a single weekend in October, about a dozen ITsavvy engineers and technicians coordinated the effort with Gary's Help At Home team. While a few unforeseen issues always arise, "Our multiple teams migrated close to 1,000 mailboxes with near perfection," said Jim.

As for the spam part of the equation, ITsavvy employed analytical tools immediately after the migration to identify the source of the problem. "We could see that certain accounts were compromised, due in part to weak passwords," Steve said. While the previous vendor had allowed simplistic passwords like "1234", ITsavvy instituted a rigorous password strategy that would strengthen account security.

Their Success

According to Gary, "It was a hectic weekend, but we got it done." Of critical importance, the company successfully maintained its point-of-contact compliance by being back online when businesses on the East Coast began their operations on Monday morning.

Within six months the company expanded further, adding an additional 100 email accounts. The spam problem has been cleared up, although spam is a never-ending battle that requires strict vigilance.

"Using multiple teams, we migrated close to 1,000 mailboxes within a very compressed timeframe."

Jim Mundall, ITsavvy

"While the previous vendor had allowed simplistic passwords like '1234', ITsavvy established password strategies that are more restrictive and robust."

Gary, Help At Home

"Your domain reputation is at stake. You have to follow industry best practices to reduce vulnerability."

Steve Lupinski, ITsavvy

As Steve stressed, "Your domain reputation is at stake. You have to follow industry best practices to reduce vulnerability." As an ITsavvy managed services client, Help At Home now gets the benefit of continually updated prevention against emerging phishing and malware schemes.

FOR MORE INFORMATION,
please contact an ITsavvy Client Executive.

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