



Health Carousel Strengthens Email Security Vitals with Mimecast

At a Glance

Health Carousel is a total talent management company with a leading portfolio of healthcare staffing solutions. By delivering highly qualified healthcare professionals across a range of in-demand healthcare professions, they work to ensure every patient in the United States of America has access to a qualified healthcare professional, when and where they are needed.

Context

For Health Carousel, email is the beating heart that keeps the company functioning properly. And for Manager of Network Security Stephen Leslie, it's his job to make sure email never misses a beat for nearly 500 employees at the healthcare staffing firm.

As with nearly every other organization in the healthcare field, Health Carousel saw a surge in healthcare staffing needs when COVID-19 first hit. Email played an important role in filling those positions. Luckily, Mimecast was already in action.

Problem

When placing healthcare professionals, email communication and response time are two key ingredients to success. The company was seeking a way to boost email security, while gaining greater visibility into what was going on within their Office 365 infrastructure.

Solution

Email Security Targeted Threat Protection (URL, attachment and impersonation), Continuity and Sync and Recover.

Benefits

- Email Security Risk Assessment provided a pre-implementation report on what to expect.
- Complete continuity in email when COVID-19 prompted increased healthcare staffing needs.
- Increased visibility enables rapid identification and resolution of email issues.
- Greater granularity over policy controls.

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Stephen Leslie - Manager of Network and Security, Health Carousel

“It’s critical to have email running at all times – it’s our primary form of communication,” says Leslie. “Staffing health facilities is time-sensitive work, and if email isn’t running smoothly, that could be the difference between securing a placement and not. Mimecast is there to make sure we never miss an opportunity due to an email glitch.”

Customer Vision

When Leslie first joined Health Carousel, the organization was using Microsoft Advanced Threat Protection (ATP) to secure hundreds of MS Office 365 accounts. But there was always something missing. “I never felt Microsoft was a security company, and they don’t intend on being one,” says Leslie. “The level of visibility and consistency we needed just didn’t exist.”

After an unsuccessful attempt to persuade a previous employer to partner with Mimecast, Leslie was able to convince his current leadership that Mimecast was the right solution for Health Carousel. “I view email as our single largest threat vector. It’s a publicly known way to get something malicious inside an organization,” says Leslie. “Sometimes, people move a little too fast with email. And we needed more control.”

Customer Strategy

Mimecast offered Leslie and his team a solution for two immediate needs: greater visibility and business continuity. Looking at other vendors, including Proofpoint, he wasn’t able to find a product that offered seamless Office 365 integration.

With Mimecast, business continuity stood out the most. “If we experience an email outage, how would my users know if I couldn’t communicate with them?” says Leslie. “Mimecast allows us to enter an Office 365 outage state without users ever realizing it.”

And prior to implementation, Mimecast’s Email Security Risk Assessment (ESRA) provided a preview of what he could expect out of the new product. “The ESRA helped give me an idea of the functionality Mimecast could offer – and that I was seeking. I knew that what I saw was what I was going to get.”

Customer Outcome

Leslie says Mimecast's ease-of-management has dramatically increased his efficiency. "My time spent on email security is more productive because Mimecast is a much more robust system than anything we've ever worked with," he says. "Rather than spend my time figuring out what went wrong, I can leverage my time with Mimecast to make sure it never happens again."

Additionally, he says Mimecast's visibility and granularity also make him more effective.

"Mimecast gives me control over the fine details, which allows me as an administrator to get the job done."

Put both of those together, and Mimecast has enabled Leslie to have a direct impact on Health Carousel's business – and that's the most important vital sign of all.

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