PEPPERDINE UNIVERSITY

Pepperdine University
Leading university extends usage to boost data security and support HIPAA compliance, with Accellion.

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>
> Michael Lucas
> Chief Technology Officer

Pepperdine University enrolls approximately 7,700 students across five schools – Seaver College, the School of Law, the Graduate School of Education and Psychology, the Graziadio School of Business and Management, and the School of Public Policy. Founded in 1937, Pepperdine is committed to the highest standards of academic excellence, where students are strengthened for lives of purpose, service, and leadership.

Challenge

Pepperdine maintains more than 90 copiers across its campus locations, enabling staff and students to copy and scan documents at will. To provide users with new scan-to-email capabilities, Pepperdine implemented a university-wide copier replacement program.

But, with the new functionality came new security concerns. If documents could be scanned, converted to PDF, and sent directly to email, how would the university ensure that documentation was properly encrypted? University staff regularly scan paperwork containing financial and personal information. Additionally, its clinics and counseling centers are mandated by HIPAA, posing additional challenges for Pepperdine's IT team.

"We didn't want to have to police what people were doing," said Michael Lucas, CTO with Pepperdine University. "Yet, we had a responsibility to protect all files during the transfer process to keep them secure from unauthorized access."

Without a proper file transfer solution in place, scanned documents would go unencrypted to the university's mail server or to an external client server. This was simply not an option for the university, as sensitive information needed to be secured, not only for compliance purposes, but also to keep student data safe from misuse.

Ideally, the university wanted a way to enhance data security, but without impacting current operating procedures – concerned that training users on a new solution would frustrate individuals and hinder copier usage. The bottom line: Pepperdine needed a way to encrypt files behind the scenes, allowing users to scan and securely share documents as needed – without adding extra steps to the process.

Deployed Since **2007**	Number of Users **3,000 internal unlimited external**	Custom Web Interface **Yes**	Email Integration **Yes**	Printer Integration **Yes**

✓ Extended data security to new copiers with scan-to-email capabilities

✓ Enabled users to secure share scanned materials of any size

✓ Automatically encrypts all scanned documents

Solution

The university soon realized that the ideal solution was right under its nose, with Accellion's secure file sharing solution already being used by staff and students to send and receive large attachments. Deployed in 2007, the Accellion appliance powered much of the university's communications, with users regularly sharing files via secure links and maintaining a high comfort level with the product's user-friendly interface.

"When you have an IT solution in place that can be used to support and secure other key business operations, it's a huge win," said Lucas. "Our users know – and like – Accellion's secure file sharing solution, so extending the product to our new copiers was a no brainer."

To provide the same secure file sharing capabilities for Pepperdine's copier rollout, the university took advantage of the Accellion SMTP Satellite, which works in conjunction with the Accellion appliance. Users simply scan documents of their choosing and the Accellion SMTP Satellite forwards the file attachments to the appliance, which then provides secure links to the scanned materials. Once users return to their PCs, they'll have a link to download the scanned items – providing immediate access to view and/or share with others.

"Our users don't have to do anything new, which was a huge selling point for us," said Lucas. "With Accellion, all scanned files are automatically encrypted and stay secure during the transfer process – an ideal scenario for IT."

To support the university's HIPAA compliance practices, all documents that are scanned are sent through the Accellion appliance, providing security and encryption necessary to support evolving regulations.

"Accellion takes the guesswork out of what people are sending and how, putting important checks and balances in place," said Lucas. "As part of our best practices for data security, every Pepperdine copier will be synced with Accellion's secure file sharing solution, to protect the integrity of our scanned data."

Benefits

- Extended data security to new copiers with scan-to-email capabilities

- Automatically encrypted all scanned documents

- Enabled users to securely share scanned materials of any size, anywhere

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