



# Message Retrieval



IT SECURITY  
SPECIALISTS

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## BUSINESS CHALLENGE

With approximately 2,500 users across its network of campuses, MidCentral DHB processes almost 2,000 emails per day on average. With such a high volume of email activity, it is inevitable that occasional mistakes occur, so MidCentral DHB needed to find a solution to help it better manage the accurate sending of all outbound email.

“We handle a huge amount of data via email each day, and the need for all outbound emails to be accurate, and securely managed, is paramount to the organisation,” says Robert Bradnock, Team Leader – Infrastructure at MidCentral DHB. “As a government department we have been watching recent public sector privacy issues very closely and proactively identifying ways in which we can ensure we don’t suffer the same embarrassing situation,” he adds.

MidCentral DHB recognised that outgoing email was an area of potential privacy risk and began looking for solutions that would help it securely manage the sharing of information via email. “We started looking at a lot of different solutions and while most had some good features, very few offered everything we needed,” says Mr Bradnock. “It was only when we saw RecallIT that we felt we had a solution that ticked all the boxes,” he adds.

## THE SOLUTION

RecallIT® preserves an organisation’s professional image by allowing e-mail users to recall faulty messages before they leave the building.

On occasion, users will know the instant they have hit the send button that an email was wrong, or their colleagues will call them if they notice something wrong with a message they have sent to a mixture of internal and external recipients. Until now, once a message had been sent to external parties it could not be retrieved. RecallIT® now allows you to get those faulty messages back and gives you another chance.

RecallIT® also facilitates the management and review of ‘sensitive’ emails by internal recipients before they are released to external recipients. RecallIT® can eliminate the embarrassment of mistakenly sending a message:

- To an unintended recipient
- That is incomplete (e.g. forgetting to include an attachment referred to in the body, or pressing “send” too early by mistake)
- With content you discover is out of date or incorrect immediately after sending it. (e.g. copying a message, changing the address but forgetting to)
- Containing more than you intended (e.g. forgetting to take old e-mail content and attachments off when replying or forwarding)
- Containing wrong words which are spelled correctly (e.g. Retards instead of Regards, Toady instead of Today or Bets Wishes instead of Best Wishes)

**ORGANISATION**  
MidCentral District Health Board

**LOCATIONS**  
Central Campus – Palmerston North  
Other Campuses (10) - Palmerston North (4), Otaki, Pahiatua, Whanganui, Feilding, Levin, Dannevirke

**STAFF**  
More than 2,500

**SOLUTION**  
SSS RecallIT®



**MIDCENTRAL DISTRICT HEALTH BOARD**

*Te Pae Hauora o Ruahine o Tararua*

MidCentral District Health Board funds and provides a range of health and disability services to around 160,000 people living in MidCentral’s district (Palmerston North, Manawatu, Tararua, Horowhenua and Otaki of the central North Island of New Zealand).

The DHB is responsible for “improving, promoting and protecting” their health and the health of the communities in which they live.

After a number of high profile privacy and data security issues in recent years, all government departments were given a clear mandate to mitigate risk and that meant finding a robust email message retrieval solution to meet the needs of MidCentral DHB.

- To external parties when intended for internal circulation only

RecallIT® briefly holds an e-mail before it leaves your site, giving you a chance to recall the message if necessary. RecallIT® also allows individual emails to be held indefinitely until they are either explicitly approved for release or deleted. This together with informational subject line parameters and configurable permissions means that internal email senders/reviewers can get sensitive emails just right prior to releasing to external recipients.

Urgent messages can be 'stamped' to leave immediately if required. Other messages can be stamped as embargoed until specific times. "RecallIT will help us to manage the human-error side of email that is impossible to totally eliminate from any organisation," says Mr Bradnock. "It also gives us the ideal level of flexibility we require around adding simple checks and parameters to help control how email is delivered," he adds. "RecallIT has an excellent set of pre-defined subject-line rules to control actions such as hold, don't hold or hold until a certain time of day," he explains.

"The solution is also quite customisable with the ability to custom define rules to suit your specific needs," he adds. MidCentral DHB believes the RecallIT® system is helping to drive a change in email behaviour on the whole. "We firmly believe that introducing RecallIT has meant that our users are now taking much greater care in how they use outgoing email," says Mr Bradnock. "RecallIT seems to have helped make people modify their behaviour up-front, and made them much more aware of their actions and the implications of every email they send," he explains.

## IMPLEMENTATION

MidCentral DHB successfully implemented a roll-out of RecallIT® across its network in late 2013. "We wanted a solution that could be installed quickly and easily so that we could start enjoying the benefits of greater protection sooner," says Mr Bradnock. "The team at SSS installed RecallIT for us on a virtual server that we set up, then guided us through the initial configuration. It was all quite straightforward," he adds.

RecallIT® has its own web portal that empowers users by allowing them to control their actions, drive better email habits, and fix their own errors when they occur. "We want technology that is simple to use, empowers our people and allows them to be more productive, and RecallIT is excellent in my opinion," says Mr Bradnock. "Sometimes the KISS principle reigns supreme and all you want is a solution that takes care of just what you need to manage, and is not cluttered with other unnecessary functionality," he explains.

SSS continues to enhance the RecallIT® solution, and has actively encouraged customers to suggest new features that they might like to have. "In May 2014 we installed an update that provides greater flexibility of access to RecallIT for our shared workstation users," says Mr Bradnock. "This feature was specifically built for us, and implemented along with several other general enhancements in the update," he adds. "SSS is the kind of vendor we like to work with," says Mr Bradnock. "They are very strong on technical knowledge and they are very supportive," he adds. "If we need them to follow up on anything they communicate promptly, clearly and always very professionally," he explains.

## OUTCOMES

MidCentral DHB is pleased with the value that RecallIT® has already delivered to its organisation.

"RecallIT is a bit of a hidden gem really, a quiet achiever, that sits there doing exactly what we need it to do every day," says Mr Bradnock. "We're only human and not robots and that means mistakes will happen, but with RecallIT we instantly have a layer of protection we didn't have before," says Mr Bradnock.

"It's a bit like an insurance policy that will help ensure we don't find ourselves in an embarrassing situation," he explains. "RecallIT has satisfied all of our requirements, at a very reasonable cost of ownership, and continues to help us protect both our email and the reputation of MidCentral DHB," he concludes.



### ABOUT RECALLIT®

RecallIT® is an email delay gateway that enables users to recall 'faulty' emails sent to external recipients. It holds outbound emails for a specified period prior to them actually leaving the organisation. Users are then able to 'recall' any of those emails, and different users can have individual default delay periods configured.

Users manage the emails held by RecallIT® by browsing to the RecallIT® gateway server, or emailing commands. They have the ability to do a number of things to their held emails - i.e. release, delete, recall, hold, or reschedule. Users can also specify subject line parameters when they are composing their emails that the RecallIT® gateway uses to further finesse the email management options - such as {nohold} or {embargo 6pm}.

RecallIT® was written by Scientific Security Software, a New Zealand owned specialist IT security solution developer and reseller with over 25 years experience.

**SSS - IT SECURITY SPECIALISTS**  
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