

GlobalSign S/MIME Certificates Help SEMCA Meet Compliance & Enable Mobile Workforce

SOLUTION SUMMARY

To meet compliance requirements around secure transmission of information, SEMCA implemented a desktop email encryption solution using Good Technology and a free certificate provider, but sought a unified solution that would also allow email encryption on mobile devices to support their mobile workforce.

Compatible with SEMCA's existing Good Technology service, GlobalSign's S/MIME Certificates allow SEMCA employees to encrypt messages on both desktops and mobile devices. The certificates are quickly and easily issued from the GlobalSign management platform, eliminating any involvement from the end user and preventing any administrative burden that could have been placed on the IT department.

"The fact that GlobalSign's certificates can be used for both desktop and mobile instances fit our compliance needs perfectly. Our employees can safely exchange sensitive information across devices and using one unified solution simplified our policy writing."

Unlike my experiences with previous providers, GlobalSign's certificate management platform was intuitive and easy to navigate. The certificate provisioning options made it easy to quickly deploy certificates, with minimal involvement needed from the end users."

Jason Domine
IT Security Officer
Southeast Michigan Community Alliance

Challenge

Due to the nature of Southeast Michigan Community Alliance's (SEMCA) Substance Use Disorder Division, they must comply with HIPAA and other regulations regarding the transmission of sensitive information via email. Using a Good Technology solution, the organization successfully instituted certificate-based email encryption for employee desktops, but they needed a certificate solution that would also support mobile devices, a key requirement for SEMCA's mobile workforce.

Solution Requirements

- Support email encryption for both desktop and mobile devices
- Work with the existing Good Technology solution
- Require minimal involvement from the end users
- Easy to manage in terms of issuance, revocation, renewal

Solution

As one of the Certificate Authorities supported by Good Technology, GlobalSign's Enterprise PKI for S/MIME solution fits perfectly into SEMCA's existing "S/MIME on Good for Enterprise Client for Android solution" and allows email encryption on both desktops and mobile devices.

"The fact that GlobalSign's certificates can be used for both desktop and mobile instances was key. Our employees can safely exchange sensitive information across devices without violating compliance. Plus, using one solution simplified our policy writing."

GlobalSign's certificate management platform, Enterprise PKI, further aids in meeting compliance by offering the option to archive certificates as needed. In addition, the platform allows the SEMCA IT department to easily manage their S/MIME Certificates, from issuance through revocation or renewal.

"Unlike my experiences with previous providers, GlobalSign's certificate management platform was intuitive and easy to navigate. The certificate provisioning options made it easy to quickly deploy certificates, with minimal involvement needed from the end users."

About Southeast Michigan Community Alliance (SEMCA)

Since 1996, the Southeast Michigan Community Alliance (SEMCA) has been a leader in talent development programs and substance use disorder treatment and prevention services. SEMCA partners with various community organizations and contractors to service residents in Wayne and Monroe counties, excluding the city of Detroit.

SEMCA is committed to its vision for a competitive economy that is sustained by private and public partnerships that develop a productive workforce.

As a result of our dedication to the residents of southeast Michigan, SEMCA is accredited by the Council on Accreditation, the first nonprofit organization in the country to receive such an accreditation from the Council under its newest network standards.

SEMCA is governed by four volunteer boards that fulfill specific functions of the organization: the Workforce Development Board, the Substance Abuse Services Board, the Education Advisory Group, and the Southeast Michigan Governmental Alliance.

For more information about GlobalSign's S/MIME solution, please call 877-775-4562 or visit www.globalsign.com/secure-email/.