

Air Medical Group Holdings

Every minute of every day, the workers of Air Medical Group Holdings operate under the pressure of life-and-death scenarios. When critically ill or injured persons need immediate, life-saving assistance, there's a good chance AMGH is supplying the care.

The largest provider of emergency air medical services in the world, AMGH works with leading hospital systems and medical centers to offer high-quality, dependable care to people who live and work in rural communities.

Having safe, secure communications systems in place is instrumental to making sure the operation runs smoothly and successfully. For its email protection needs, AMGH trusts ZixProtect to save the day.

"We were looking for cost savings, cost cuttings, and we were migrating to Office 365," remembers Christopher Pritchard, who serves as senior director of infrastructure and operations for AMGH. Two years ago, the company was debating new vendors when problems flared up with its previous provider. "We began getting a tremendous amount of spam and just all kinds of issues. It was almost as if we weren't even using a product."

Due diligence led AMGH to Zix, and the changes were immediate.

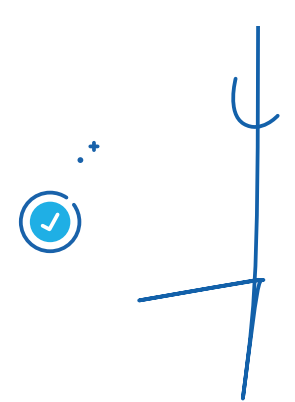
"We saw a drastic reduction in our spam, and we saw things improved," Pritchard says. "The reason we stayed with Zix is because [the team] just continually pushed and pushed and pushed all of the back-end processes to help us get where we are today. Zix was able to put the right technical resources in touch with who I needed on my team and, with those high-level technical resources, figure out what our configuration should look like. We haven't had any issues [since]."

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AMGH is composed of six subsidiaries — Air Evac Lifeteam, Guardian Flight, Medtrans, REACH, AirMed International, and Lifeguard — and regularly makes acquisitions to expand its territorial reach. In 2017, AMGH absorbed 62 locations and well over 1,000 users in one acquisition alone. In addition to that nationwide network, AMGH maintains the biggest emergency air medical membership program in the country, which touts more than 3 million members.



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Keeping all this data safe and streamlining processes is vitally important, which makes ZixProtect an ideal solution. Robust filters are combined with automated traffic analysis, sophisticated machine learning and constant live threat analysis to create a system that identifies and protects against zero-hour attacks.

ZixProtect also includes email continuity to guarantee access to business messages during any disruption to email service. The solution spools incoming emails for up to five days and automatically sends them to the appropriate inbox when service is restored, and users can access 30 days' worth of emails through a web-based interface just more layers of support so multifaceted businesses such as AMGH can always keep operations running smoothly.



More than 21,000 customers use Zix for their email needs — including the U.S. Securities and Exchange Commission, nearly one-third of U.S. banks, and more than 1,200 U.S. hospitals. ZixProtect is a cloud-based security solution that protects email by combining advanced threat protection, encryption, and data loss prevention to deliver increased security with an easy-to-use experience. ZixProtect is 99.5 percent accurate in detecting phishing, ransomware, spam, viruses, and zero-day malware. Multilayered filtering reduces both false positives and false negatives, with improved communication flow and reduces the amount of time your IT team needs to spend managing the system.



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