

5 reasons why NHS trusts choose Zivver

In recent years, the NHS has been the subject of a number of high profile data breaches. Zivver prevents incidents and makes doing the right thing easy – here’s how.



01

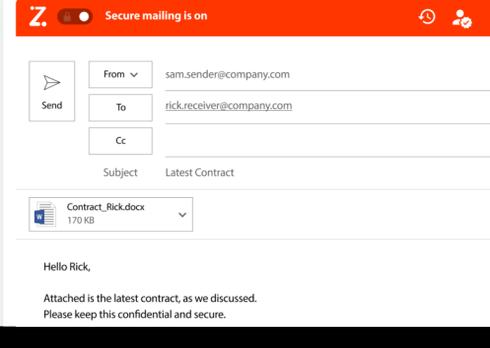
Automate security and prevent accidents

The problem

For time-poor staff, security needs to be simple.

The solution

Zivver alleviates pressure by making the right decision on behalf of the user, with automated workflows and machine learning.



The moment users begin to compose messages, Zivver observes the subject, body, and attachment of email and alerts people to potential errors



Sensitive information?
Zivver suggests sending securely



Incorrect recipient?
Zivver alerts the user immediately



Cc instead of Bcc?
Zivver recommends best practice



Zivver also automates the whitelisting of domains to ensure emails are safe in transit and are delivered as regular emails to NHS.net and other DCB1596 accredited domains; for non-accredited domains, verification methods are enabled.



02

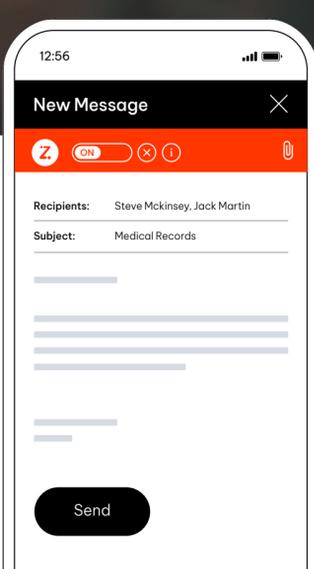
User-friendly for patients

The problem

Email is accessible and reliable but not always secure.

The solution

Zivver is designed to be user-friendly for both the sender and the receiver:



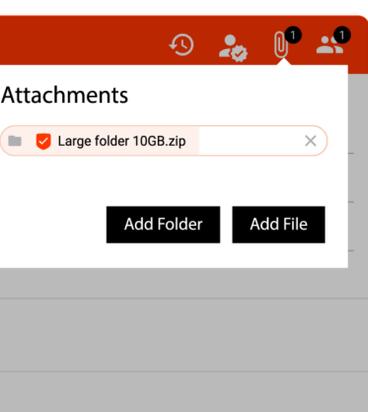
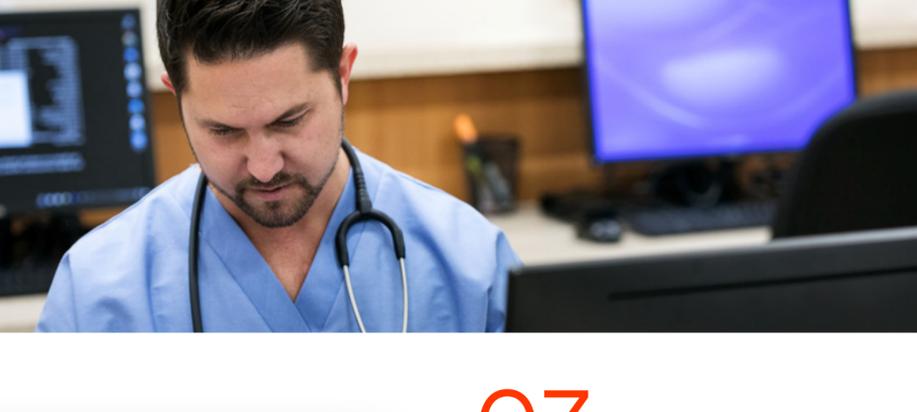
Advanced zero knowledge encryption protects emails in transit



Patients don't need to create Zivver accounts to access secure emails or attachments



2FA and password protection ensures emails and attachments are accessed by only the intended recipient



03

Share large files and fulfill subject access requests (SARs) with ease

The problem

The number of SARs is rising; standard email limits file sizes, making it difficult to share documents securely and easily.

The solution

Zivver makes sharing sensitive information and large files secure and simple:



Zivver enables users to send up to 5TB within Outlook



Zivver encrypts files and enables password protection and 2FA – and we don't hold your encryption keys



Accessing emails is easy for patients and third parties – no clunky platforms or portals involved



Senders can monitor emails after sending, and see when a SAR has been received and downloaded



04

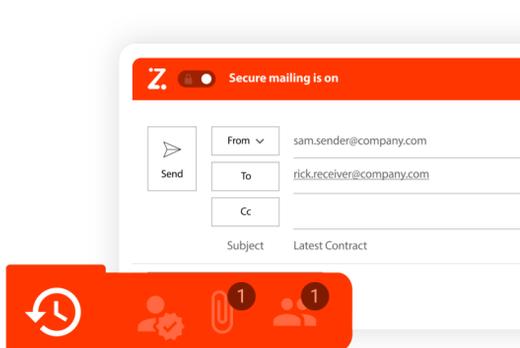
Automate patient communications

The problem

Many trusts still spend time and money manually sending appointment reminders, referrals and letters via the post.

The solution

Digitising and automating patient communications is simple with Zivver:



Zivver Mail Submission add-on integrates with Electronic Patient Records and other source systems to automate the secure sending of letters



Zivver automatically utilizes details held within the systems to add a verification method for recipients (e.g. the patients mobile or NHS number)



05

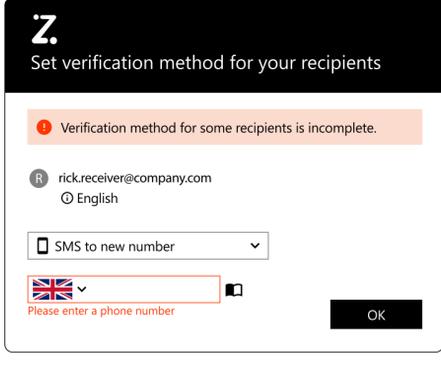
Make security a lifestyle

The problem

Security awareness training is expensive, time-consuming, and often ineffective.

The solution

Organization wide, Zivver makes doing the right thing, simple, for everyone:



Zivver educates users in email best practice in real-time



Zivver makes security decisions on behalf of the user



Smart machine learning is constantly learning from user behaviour