




SISU Medical Systems, Inc.

Offering A Unique Approach to Providing High Quality, Cost Effective Information Technology for Rural Hospitals

SISU Medical Systems is a consortium of medical centers in Northern Minnesota working together to share information technology resources, including IS staff, hardware, software, and a fully-equipped and secure data center. Providing the medical community with access to cost-effective information technology, SISU helps its members deliver the best in patient care and employee satisfaction. By facilitating the sharing of information, SISU meets multi-site IT needs with limited resources, makes collective data available, and encourages members to collaborate and share their experiences.

SISU Medical Systems Challenges

- Provide audit-ready reports to meet HIPAA compliance requirements
- Maintain up-to-date configuration documentation on more than 75 servers for disaster recovery
- Gain control over server configuration changes

The Ecora Solution

- Ecora Auditor Professional™ automates configuration data collection to a centralized configuration management database
- Hundreds of out-of-the-box reports for constantly updated disaster recovery documentation, change management, and compliance audits

SISU Medical Systems Benefits with Ecora

- Meeting HIPAA compliance requirements with specific detailed audit-ready reports without needing to dedicate new resources
- Significantly reduced the manual process of managing system configurations and changes on the critical servers that its members rely on to deliver a high-level of patient care.

“Changes constantly happen and we need to provide audit-ready reports that prove we’re in HIPAA compliance. Ecora Auditor Pro’s reporting capabilities allow us to automatically manage configurations and changes in our infrastructure to demonstrate that we are in compliance.”

— Bill Sislo

Dir. of Technical Operations
SISU Medical Systems

- Automated approach to configuration management providing constantly updated reports that are being used throughout the organization to maximize system uptime – saving time and resources

When SISU Medical Systems was formed in 1983, it had three member facilities. SISU now has 12 members that rely on its advanced IT infrastructure and fully-equipped, secure data center comprised of 75 mission critical servers that need to be constantly available.

As SISU has grown, the complexity of its IT infrastructure and member services has become more and more complex. Bill Sislo, director of technical operations at SISU, explains that this complexity has created a need to manage configuration information on its 75 Windows Servers, Exchange systems and its network of Cisco routers. “To meet the needs of our members, we’re constantly adding new servers and applications and with that, things change.”

Sislo originally investigated Ecora Auditor Pro because he needed a way to reduce the manual time being spent on

managing changes and documenting systems to provide up to date disaster recovery information. “Every week we need to document our system configuration settings,” added Sislo. “Ecora helps us do this in a fraction of the time it would take us to manually do it, saving us countless hours.”

Corporate policy mandates the weekly documentation of the IT infrastructure for disaster recovery. “Our member hospitals require this documentation for compliance with the Health Insurance Portability and Accountability Act (HIPAA),” said Sislo. “As we go forward with our own HIPAA compliance, we also now need this info as well as the ability to manage system changes to assure stability and security.”

Today, SISU is using Auditor Pro to collect detailed configuration data and track changes throughout its complete infrastructure. Particularly important to SISU is the ability of Auditor Pro to manage configurations and changes to generate hundreds of out-of-the-box reports that help maximize system uptime, reduce troubleshooting times, and validate security safeguards for HIPAA compliance.

“Changes constantly happen and we need to provide audit-ready reports that prove we’re in compliance,” stated Sislo. “Ecora Auditor Pro’s reporting capabilities allow us to automatically manage configurations and changes throughout our infrastructure. And, without having to dedicate another resource, we’re able to generate the reports our CSO requires to demonstrate that we are in compliance with the HIPAA security safeguards.”

The Ecora ROI

When all of SISU’s server permission settings were accidentally reset, Ecora Auditor Pro helped to avert a potential disaster by providing the exact information SISU needed to restore all of its systems in less than a day. “With this one incident, we achieved an immediate return on our Ecora investment,” said Sislo. “The Ecora reports not only saved us significant time, but also minimized an event that could have compromised patient care at our member hospitals.” The biggest benefit of Auditor Pro is that it is saving SISU so much time that they are able to better allocate resources to maximize its service offering for its members.

For More Information

To learn how Ecora’s automated configuration audit and analytics solutions can ensure that your IT infrastructure remains operationally effective, secure and compliant, call toll-free **877.923.2672** or **603.436.1616**, e-mail sales@ecora.com, or visit the web at www.ecora.com.

BASICS AT A GLANCE

COMPANY

SISU Medical Systems, Inc.

INDUSTRY SECTOR

IT Services for Healthcare

NUMBERS OF USERS

75 Servers

ECORA SOLUTION

Ecora Auditor Professional

WEB SITE

www.sisunet.org

About Ecora

Ecora Software provides Configuration Audit and Analytics solutions to customers worldwide, ensuring their IT infrastructures remain operationally effective, secure and compliant. As a crucial element integrated into the overall Business Service Management (BSM) strategy, Ecora is the market leader in transforming enterprise-wide configuration solution into clear, actionable reports for regulatory compliance and enabling IT best practices. The Company’s flagship solution, Auditor Professional™, provides immediate value with its agentless architecture matched with rich report templates and pre-defined policies providing the foundation for effective change and configuration management. Ecora Software ensures that you are prepared for any IT audit before the auditor arrives, taking the cost and complexity out of compliance audits and enabling IT best practices for more than 800 worldwide customers across a wide range of industries, including many of the Fortune 1000. For more information, please visit Ecora at www.ecora.com.