




## TriHealth

### Offering Comprehensive, State-of-the-Art Ambulatory Services Designed in a User Friendly Configuration and Reinforced by an Acute Care Hospital

In 1995, two of Cincinnati's finest healthcare organizations, Bethesda and Good Samaritan Hospital, joined together to form TriHealth. Through these two acute care hospitals and more than 50 other locations, TriHealth provides a wide range of clinical, educational, preventive and social programs. TriHealth's non-hospital services include physician practice management, fitness centers and fitness center management, occupational health centers, home health and hospice care.

#### TriHealth's Challenges

- Maintain up to date server documentation for HIPAA compliance, change management, and troubleshooting
- Keep servers and desktops current with all security patches
- Need for automated solutions to help IT staff during limited downtime maintenance periods

#### The Ecora Solution

- Ecora Auditor Professional™ automates configuration data collection to a centralized configuration management database to generate hundreds of out-of-the-box reports
- Ecora Patch Manager automates patch management for all critical server and workstations

#### TriHealth's Benefits with Ecora

- Automated configuration data collection eliminated the manual time spent documenting over 200 servers
- Previously documented servers on an annual basis, now generates weekly, up-to-date disaster recovery reports.
- On demand reporting provides a cost-effective and sustainable method for HIPAA compliance
- Vastly improved troubleshooting with in-depth change reports
- Significant time and resource savings applying critical security patches on more than 200 Windows servers and 4,000 desktops

*"With Ecora Auditor Pro, we went from documenting servers when we could to automating the process on a weekly basis with the added benefit of identifying changes that were being made."*

**—Andrew Johnson**  
Senior Server Analyst  
TriHealth

TriHealth's mission is to improve the health status of the people it serves. Essential to fulfilling that mission is the health and availability of the IT infrastructure that supports Bethesda, Good Samaritan Hospital, and about 50 other networked locations.

#### Disaster Recovery Planning and HIPAA

TriHealth maintains 24X7 availability of a centralized data center with more than 200 servers that are critical to patient care. As a result, Andrew Johnson, senior server analyst for TriHealth, needs to keep up-to-date disaster recovery documentation to meet HIPAA requirements and manage server changes to reduce troubleshooting times and maximize availability.

With limited yearly downtime windows, Johnson required a non-invasive solution that could collect the configuration information from more than 200 Windows and UNIX servers supporting some of the most critical functions of the hospitals. "When we learned about Ecora Auditor Pro and its agent-less deployment, we thought this would be the ideal solution for us," said Johnson. "We were instantly sold on its ease of use, ability to collect all the information we need from Windows, UNIX, Active Directory, and Exchange, and how we could continually generate the most up-to-date disaster recovery documentation."

Prior to implementing Ecora, TriHealth was manually documenting its servers on an annual basis or as they could get them. The documentation was necessary to meet HIPAA compliance requirements and to support its overall disaster recovery plan that includes a relationship with SunGard who provides on-location data center support services. “With Ecora, we went from documenting servers when we could to automating the process on a weekly basis with the added benefit of identifying changes that were being made,” said Johnson. “By having constantly updated disaster recovery documentation, we are so much better prepared in case of a crisis to quickly recover servers or to completely configure SunGard systems to keep our infrastructure available.”

## A Changing Environment

In addition to disaster recovery, one of the main reasons TriHealth chose Auditor Pro was to keep track of changes over time. “Changes are constantly happening and we use Auditor Pro to identify, manage, and quickly recover from problematic changes,” stated Johnson. In a specific example, Johnson uses Auditor Pro to manage groups in Active Directory. When a user gets mistakenly deleted, he’s able to reference an Ecora change reports to see what changed and immediately restore the user permissions. “This saves us a significant amount of time in troubleshooting and providing availability to our critical users,” added Johnson.

## Keeping Systems Patched

Brian Young, senior server analyst, implemented Ecora Patch Manager to keep TriHealth’s more than 200 Windows servers patched. “We have only four yearly downtime windows to perform maintenance such as patching,” said Young. “When a critical Microsoft patch is released, we use Patch Manager to automatically identify which systems need the patch and schedule the deployment and reboots during non-critical times.” In August 2005 when Microsoft released the critical Windows 2000 Plug and Play security patch, Young and the server team were able to rapidly see exactly which systems needed the prerequisite Service Pack 4 install, deploy SP4 and the needed patches, and reboot all 200+ servers in about 3 hours. “If we had to do this manually, it may have taken us days to apply the patches, which would have left our servers vulnerable to the worms that were exploiting this vulnerability in record time.”

Young also assisted the desktop group in setting Patch Manager up for more than 4,000 desktop computers. Patch Manager replaced a multitude of products and scripting processes that took time away from other projects. With Patch Manager, the desktop group is able to quickly scan the environment, see what patches are missing, and properly plan a group deployment schedule. “Patch Manager greatly helps us meet the unique needs of our users allowing us to patch systems at certain times so that we don’t compromise patient care,” said Young. “Additionally, its comprehensive reporting lets us constantly prove we’re in compliance with our HIPAA policy for patch management.”

## 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](mailto:sales@ecora.com), or visit the web at [www.ecora.com](http://www.ecora.com).

### BASICS AT A GLANCE

#### COMPANY

TriHealth

#### INDUSTRY SECTOR

Healthcare

#### NUMBERS OF USERS

Over 200 Servers and  
4,000 Workstations

#### ECORA SOLUTION

Ecora Auditor Professional  
Ecora Patch Manager

#### WEB SITE

[www.trihealth.com](http://www.trihealth.com)

#### 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](http://www.ecora.com).