Closing The Visibility Gap And Improving Security Of All Connected Devices At Givens Community

High-Quality Health and Residential Services

Located in the Blue Ridge Mountains of Western North Carolina, Asheville is a community known for its vibrant arts scene and pleasant climate. Home of author Thomas Wolfe and the famous Biltmore House, Asheville also has become a popular retirement destination. And for more than 40 years, Givens Communities has been an Asheville fixture, meeting the healthcare and residential needs of Asheville's senior community while also providing home care healthcare services across the region.

Givens Communities is comprised of four separate campuses on 160 acres where residents and staff rely on an IT environment built on a robust fiber network to support technologies made for both lifestyle and healthcare services. That equates to thousands of connected devices, representing a wide variety of Internet of Things (IoT), Internet of Medical Things (IoMT), and operational technology (OT) equipment running side-by-side on the same infrastructure.

Ricky Foor, Vice President of Information Technology at Givens Communities, manages a small but highly skilled staff responsible for both IT and security operations. *"Our department has a culture that demands any IT investments we deploy must improve the efficiency of the infrastructure, improve the lives of Givens Communities residents, or improve the work experience of Givens Communities employees,"* he said.

Complex Infrastructure and Management Challenges

With an IT infrastructure that has evolved to thousands of connected devices, both managed and unmanaged, Foor recognized that he had to account for every device and gain real-time visibility into the risks associated with each. Devices operating in Givens Communities' environment include the wide range of patient monitoring and other medical devices, facilities management gear like HVAC systems, staff IT and communications equipment, an on-site ATM, other third-party technologies, and more.

Founded 1976

Marion & Dr. Maurice Givens

Main Location

Asheville, North Carolina

Four Campuses

Life Plan Communities (700 units)
55+ Rental Communities (340 units)

Specialized Services

- Skilled nursing & rehab
- Assisted living
- Community outreach
- Home care services
- Free health screenings
- Chronic disease self-management
- Nutrition presentations
- Wellness coaching & education

Key Solution Capabilities

- Complete device discovery and management
- Real-time asset inventory and visibility
- Automated vulnerability, threat, and anomaly detection
- Simple plug-and-play deployment and use
- Effortless behavioral and traffic analysis
- Dynamic policy automation and implementation
- Cisco integration

Complicating the challenge is the fact that many of the devices connected to Givens Communities infrastructure are resident-owned. Computers and laptops, printers, mobile phones, smart assistants, and other devices are commonly owned and used by residents. Foor's team has a mandate to respect the privacy of its residents while still maintaining an awareness of any threats that might emerge through those vectors.

"We need to stay lean and front-facing," Foor explained. *"With the growing complexity of Givens Communities' connected device inventory, we wanted an easy to use, simple to deploy system that could discover and identify these devices, secure the environment, and help staff be more efficient."*

Connected Device Discovery, Awareness, and Security

While at a healthcare event looking for a platform that could enable his team to discover and secure the full spectrum of managed and unmanaged devices, Foor attended a joint presentation between Ordr and a major healthcare customer on the topic, and *"It was love at first sight, Ordr met all my requirements."*

With Ordr, the Givens Communities IT team can deliver real-time inventory, and identify devices running obsolete, vulnerable operating systems like Windows 7 or XP, enabling them to investigate those systems and take the appropriate action to reduce risk. In addition, real-time insights into what is operating on the network, such as make, model, serial number, protocols, risk scores, and their communications flows, is available with the touch of a button.

"Ordr gives us another layer of the onion, to have a view of the entire physical infrastructure and get the information we need to do a full risk analysis," Foor said.

That level of comprehensive, real-time device visibility and monitoring is essential to IT and security operations. Without it, organizations are playing a guessing game. With it, they have all the data needed to conduct a thorough analysis to understand risk, address vulnerabilities, and respond to threats at any moment. And even though privacy regulations prevent Givens Communities from active management of resident-owned devices, the IT team is still required to understand what potential threats exist and prevent them from affecting their environment.

"It's important to Givens Communities that all residents have equal access to the same connectivity resources, regardless of their circumstances," Foor explained. *"Because of that, each resident has their own private secure network, and we need to be aware of threats and indicators of compromise there."*

The Givens Communities IT infrastructure is comprised primarily of Cisco products, and as a Cisco technology partner, Ordr offers additional security benefits to the organization. According to Foor, *"By integrating with Cisco Umbrella, data collected by Ordr improves our detection and response, and if we ever have a breach, we will use Ordr to support containment."*

Getting Givens Communities in Ordr

Before Ordr, the only devices Foor and the Givens Communities IT team had visibility into were those they purchased and installed. *"We didn't have awareness into devices outside our business network,"* Foor said. *"There was a lot of technology owned by residents, their families, guests, and vendors all operating on the network, but we had no oversight to gain awareness and no ability to maintain inventory of all those other devices,"* he said.

"Ordr gave us visibility across the infrastructure whether it was a domain controller, mobile phone on the guest network, or IoT and IoMT devices," Foor continued. *"They've helped us maintain a consistent, stable, and secure infrastructure by providing full awareness of the environment."*

And the ROI was immediate. Because Ordr was simple to deploy and use, the Givens Communities team had immediate insight and access into real-time operational and threat data that would have otherwise taken them hours to extract. That made the IT team immediately more efficient and effective in ongoing IT operations and security management as well as in its decision making. More importantly, they didn't need to reassign or add new staff to do this.

"With Ordr I didn't need to assign staff to monitor the network," Foor said. *"Ordr does that for me and we have access to the data whenever we need it."*

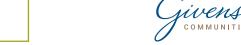## Closing the Connected Visibility and Security Gap

Ordr addressed Givens Communities' immediate needs by closing its connected device visibility gap, allowing Foor's team to see, know, and secure all the IoT, IoMT, and OT devices connected to the network. Moving forward, Foor said his IT team can operate more effectively and efficiently in support of the Givens Communities mission. As an added benefit, Foor says he has additional confidence working with Ordr because of the continued product innovation and excellent customer service.

The Ordr team continues to enhance their platform with new functionality, and backs their product with excellent customer service.

Ricky Foor

Vice President of Information Technology
at Givens Communities