

# Palmer College Boosts Compliance and Reduces IT/Security Investigation Hours With Real-Time Asset Inventory and Management

From manual asset inventory and management to fully automated visibility and security

Palmer College of Chiropractic was founded in 1897 by D.D. Palmer, known as The Founder of the chiropractic profession. As the founding institution, Palmer College has 124 years of contributions in extensive research and improved methods of spinal adjusting and analysis. Palmer College set the standards for chiropractic education and increased the appreciation for chiropractic worldwide. With three campuses in the United States, more than 2100 students, and more than 500 faculty and staff members, their IT infrastructure is complex. Their standing as the foremost experts in chiropractic initiated a need to adopt the latest technology, ensuring they continue to lead in professional and educational excellence. In order to adapt, Palmer College has nearly 7,000 network connected devices – from traditional workstations and PCs to IoT and IoMT devices like Precore exercise bikes, physical security cameras, X-Ray machines, and more.

With these devices on their network, they were faced with the need to have continuous visibility into all of their connected devices, understand what those devices are doing, monitor if any of those devices were behaving outside of their “normal” baseline, and then be able to quickly triage based on alerts flagged.

## Real-Time Asset Inventory and Management

Prior to onboarding Ordr, Palmer College was manually triaging devices. They would go to individual computers to establish which VLAN the device needed to be on, they would do an IP configuration to see what the IP address was, and establish if it was in the wrong VLAN, they would have to log into the switch to manually update the configuration. They were also manually triaging port configurations to make sure that segmentation was being properly executed. Often because of various events, they would have to come back to the task-at-hand which became way too time consuming.



**PALMER**  
College of Chiropractic

Founded in 1897

Main Campus in Davenport, Iowa

Branch Campuses in San Jose, California and Port Orange, Florida

### Palmer Center for Chiropractic Research

10 full-time faculty

8 associate faculty

23 administrative and professional staff

### Palmer College of Chiropractic

Outpatient Clinic

Clinical Radiology Department (featuring digital radiology)

Chiropractic Rehabilitation and Sports

Injury Department

Trevor V. Ireland Student Clinic

### INTEGRATIONS

- ✓ Microsoft Active Directory
- ✓ Aruba ClearPass Policy Manager (an HPE Company)
- ✓ Syslog to CyFlare

### Visibility into operating systems on machines and when they need to be updated



**Precore Exercise Bikes** - running an outdated operating system - without Ordr, this would have been a manual process to identify devices with outdated operating systems.



**Physical Security Cameras** - running on an outdated operating system which was allowing them to communicate outside of approved domains.

### Meet regulatory compliance standards



**Segment devices onto the proper VLANs** - maintaining that all HIPAA devices are only on a specific VLAN that can be monitored and audited.



**Understanding where all PCI DSS devices are located**, how they are communicating and whether they are on the proper VLAN.

*"I was looking at lab machine devices which should all be on a certain VLAN and immediately noticed just based on my personal knowledge of the network that it was the wrong IP address. I immediately logged into Ordr and sure enough not just that machine but all of the lab machines were on the wrong VLAN and I was able to quickly switch them over. Without Ordr, it would have taken my team days - I would have had to walk to more than 60 devices in our library and labs on different parts of the campus, find out where they are connected, go into nine switches and look at the MAC address, find out which port they're plugged into and then manually spot check. With Ordr I have instant visibility and the granular details of port and switch, saving my team days."*

**-James Mountain**  
 Director of Information Security

With Ordr, Palmer College is able to automate this process. Within Ordr Systems Control Engine (SCE) they are able to quickly identify which devices are not on the proper VLAN, and if IPs are properly assigned. They can also see which switch and port the device is assigned to. Then, using Ordr's policy automation, they can dynamically generate policies to quickly move a device into the proper segment of the network. The next stage for Palmer College will be to fully automate this using the Ordr and Aruba ClearPass integration.

According to James Mountain, "When we implement Ordr dynamically generated policies with Aruba ClearPass, we will save even more time."

## Meeting Regulatory Compliance Standards

Educational institutions are one of the most heavily regulated industries and Palmer College needed to address regulatory compliance standards such as Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA), Payment Card Industry Data Security Standard (PCI DSS), European Union General Data Protection Regulation (EU GDPR), California Consumer Privacy Act (CCPA), and frameworks like the Center for Internet Security Cybersecurity Controls (CIS CSC), more.

According to James Mountain, "One of the most important pieces of the 20 CIS CSC is Asset Management; you can't protect your environment unless you know what is in your environment. You can look at the network switches and see where everything is at, but we needed something that was easier for our infrastructure team and would provide the rich device context needed to quickly understand what devices were communicating with malicious URLs."

Ordr's ability to map every device communications pattern, and visualize it within network flows or within a VLAN/subnet topology reduces a blind spot for Palmer College. "No other solution has given us a clear picture as to if a physical security camera was talking to a server or if there are devices that shouldn't be communicating with certain protocols."

Because Palmer College deals with health-care data, they are beholden to HIPAA regulations. Recently, they had a device that had HIPAA data that was communicating with ports outside of its normal approved baseline. They were able to grab the dynamically generated policies from Ordr and push them to their firewall to make sure that the anomalous communication was blocked.

In addition, as part of their efforts on regulatory compliance, they also initiated a penetration test to understand their gaps. During that test, their SIEM solution did not detect the Kali Linux box the penetration testing team was using. Ordr instantly detected it and identified it as an unsafe device, showed the operating system, and alerted the team that it was an event that needed to be investigated.

“It is so nice to buy a product and see it’s instant value - we just thought it was cool because it could give us visibility and put a checkbox next to Asset Management for CIS CSC. But, we now know where all of our IoT devices are, how they’re communicating, and we get alerts on it - Ordr became our source of truth”, said Mountain.

When evaluating other connected device security solutions, the breadth and depth of information that Ordr was able to deliver, far exceeded expectations. With this wealth of knowledge Palmer College has been able to drastically reduce the amount of days and hours spent on asset inventory, management, and triaging incidents.

For more information on how you can get your network devices in order, visit [www.ordr.net](http://www.ordr.net)

## About Ordr

Ordr makes it easy to secure every connected device, from traditional IT devices to newer and more vulnerable IoT, IoMT, and OT. Ordr Systems Control Engine uses deep packet inspection and advanced machine learning to discover every device, profile its risk and behavior, map all communications and protect it with automated policies. Organizations worldwide trust Ordr to provide real-time asset inventory, address risk and compliance and accelerate IT initiatives. Ordr is backed by top investors including Battery Ventures, Wing, and TenEleven Ventures. For more information, visit [www.ordr.net](http://www.ordr.net) and follow Ordr on [Twitter](#) and [LinkedIn](#).