



**TECHNOLOGIES** INC

**CASE STUDY:**  
**Reliable Technology in a Critical  
Industry**

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# CASE STUDY: RELIABLE TECHNOLOGY IN A CRITICAL INDUSTRY

Truven Health Analytics provides healthcare data and analytics services to healthcare organizations such as:

- Health systems
- Hospitals
- Government agencies
- Life sciences companies
- Employers

. and more.

Truven's relationship with CTC Technologies began on smaller efforts but grew based on a mutual appreciation between the two organizations. Considered one of the preeminent healthcare analytics companies in the industry, Truven sought top-tier vendors – and found one it trusted in CTC Technologies.

## THE PROBLEMS:

Truven's network needed to handle 400-600 associates at any given time. With those kinds of numbers, any network interference could result in a great deal of lost work and expense since network downtime can cost as much as \$300,000 per hour.

To help ensure the uptime its associates needed and the ability to handle several hundred associates at any time, Truven's network needed simultaneously to:

- Grant access to those who wanted to enter the network
- Disseminate proper access permissions (sometimes creating policy in real time)
- Track access
- And more

## THE RESULT:

CTC Technologies implemented Cisco's Identity Services Engine (ISE) so Truven could create and enforce network security protocols for endpoints. This enabled Truven to:

- Identify the devices and users accessing network endpoints
- Distribute information about devices and users with other tools running on the enterprise network
- Develop network access security levels based on relevant business roles and grant that access to end users (including guests)

As part of its large-scale IT infrastructure support, CTC Technologies also handled data center and wireless issues for Truven.

As a company working within the healthcare space, Truven provided vital services that a downed network would bring to a halt. Thanks to the hands-on experience of a team of experts and swift responsiveness, CTC Technologies helped ensure that didn't happen.

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### ABOUT CTC TECHNOLOGIES:

CTC Technologies, Inc. is a US-based information technology solutions provider offering a wide range of IT expertise focused on network security, application delivery and IT infrastructure. Our goal is to provide industry leading IT solutions to help your organization improve network performance, mitigate risk and operate efficiently.

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### THE SOLUTIONS:

CTC Technologies knew the secure access control capabilities of Cisco's Identity Services Engine (ISE) could deliver. The team implemented ISE and along with it:

- A simplified way to deliver consistent, highly secure access control
- Capabilities that spanned wired, wireless, and VPN connections
- Intelligent sensor and profiling abilities,
- Visibility into who and what access the network
- Automatic updates of validated device profiles for IP-enabled devices

The result was the ability of a key player in the health analytics field to maintain its market advantages thanks to a reliable network and rapid responsiveness of the CTC Technologies team.