



SUCCESS STORY

Baylor Keeps Network Healthy and Secure

Network Cameras Ensure Security and Environment of Network Closets

The Mission

- With patient records, test results and other critical medical information stored and shared electronically, the IT team at Baylor wanted to take additional measures to ensure the network's ability to function at peak capacity 24 hours a day.

The Solution

- Axis cameras equipped with motion detection and event-triggered alarm functions have been installed in network closets throughout Baylor's facilities.

The Result

- With the installation of Axis network cameras, Baylor's IT team has added an extra layer of protection to ensure the network provides uninterrupted and high-quality service.
- The cameras reinforce the security of the equipment through motion detection and event triggered alarm capabilities.
- Monitoring the closets for any environmental changes (in temperature, for example) staff can quickly identify problems that would negatively affect the equipment.
- Staff can remotely inspect equipment for maintenance and check equipment compliance against appropriate specifications.



The Customer

"The Axis solution is a great example of the use of cost-effective technology to improve processes, operational effectiveness and quality."

Mark Johnson,
Vice President Information Technology
Baylor Health Care System

Renowned for accomplished staff

Baylor Health Care System, www.bhcs.com is one of the largest integrated health care systems in the U.S., operating teaching hospitals, clinics, labs, and other medical facilities across the Dallas/Fort Worth metroplex. This non-profit, community-based organization is renowned for its accomplished staff of physicians practicing in over twenty specialties, including diabetes, gastroenterology, oncology, transplantation and women's health.

The Baylor Health Care System comprises over 100 locations throughout North Texas. Each site houses extensive network equipment, which represents a significant financial investment. More importantly, this equipment performs the vital function of linking the various locations and transmitting highly sensitive and time-critical medical information 24 hours a day. This essential network equipment resides in closets, often in remote corners of the facilities.

Axis cameras ensuring peak performance

To further ensure the security and peak performance of this network equipment, the Baylor network team designed a solution using Axis network cameras. Installed in every closet, the cameras serve three functions: security, change control, and quality control.

Security

The Axis network cameras supplement the security installed in the network electronics closets in the following manner. If the door to any of these closets is opened, a motion detection system activates the camera, which immediately runs 24 frames worth of video. Automatically, this video is emailed to both the manager of network operations and the director of the network. These individuals either verify that the entry is authorized or, in the event of an unauthorized entry, respond according to set procedures.

Change Control

The second application is monitoring and change control. The Axis network cameras are positioned to allow a clear view of the network racks and entry points to ensure the network equipment is running at maximum performance. Both the equipment itself and the environment in which the equipment is housed are continuously observed in real time for any physical changes such as temperature fluctuations, etc. Again, any changes are emailed to the network management team for immediate review.

Quality control

The third application is quality control. Given how important it is that this equipment provides uninterrupted service, the environment for the network electronics is held to the highest qualitative standard. To ensure this standard is kept, there is a carefully defined process for the installation and maintenance of the equipment and quality of the environment. To make sure that each location is meeting the prescribed specifications, inspections are routinely conducted. With the installation of the Axis network cameras, these inspections can be performed remotely and in real time. With the cameras tilt and zoom capability, the viewer can zero in on the specific area being reviewed.

Observes Mark Johnson, vice president of information technology at Baylor Health Care System, "The advantage of the Axis solution is that it allows us to perform all three functions in a low cost, yet highly effective manner. In the past, the process could only be conducted in person, and required engineers to travel to over 100 sites on an ongoing basis, which was both costly and time-consuming. The Axis solution is a great example of the use of cost-effective technology to improve processes, operational effectiveness and quality."

Along with an outstanding medical staff, state-of-the art facilities and competent administration, a reliable and robust IT infrastructure increasingly plays a key role in the delivery of quality health services. In a medical emergency, a disabled network can have far-reaching—even dire—consequences. With the installation of the Axis network cameras, Baylor's network team is going the extra mile to prevent such an occurrence by keeping the IT network secure, healthy and running at maximum efficiency.