

Pelco is System of Choice For Missouri Children's Hospital

By Denise S. Dieser, Marketing Communications Writer

SSM Cardinal Glennon Children's Medical Center was named after the Archbishop of St. Louis, John Cardinal Glennon (1903 to 1946), whose vision was a health care facility for all children. Over the years the hospital has become one of the best in the country and is part of SSM Health Care (SSMHC), one of the largest Catholic health care systems in the United States. Those who have come to know this children's medical center well simply refer to it as "Glennon" and speak of the hospital as if they are talking about an old friend.

Even the child-like writing of the medical center's name symbolizes their reason for existence: They are there for the children – now and in the future – and have been since the day they first opened their doors in 1956. The sun displayed prominently atop the hospital's name also stands for hope, warmth, caring, commitment and excellence. These values are at the core of their existence and impact how they treat young patients and their families.

QUALITY ESSENTIAL FOR GROWING SYSTEM

As a children's hospital located in an urban environment, it was important that Cardinal Glennon install a quality surveillance system that could handle the 24/7 nature of its business.

"Our video security system is being used for surveillance of our parking garage, all entrances to and exits from the medical center, the emergency room as well as other security-sensitive areas – the infrastructure of the building, along with millions of dollars in assets, and all personnel within the campus," said Richard Cunningham, Cardinal Glennon's Director of Safety and Security Services. "In addition to protecting people and assets, a video security system reinforces a feeling of safety and security for our employees, patients, families and guests every time they visit the hospital."

Will Electronics of St. Louis, Missouri, was the dealer-installer for Cardinal Glennon's recently completed security upgrade. "This is one of our finest installations, which has transformed and grown over many years," said Jeff Byrd, Sr. Account Manager with Will Electronics. "It is such a pleasure to work with a hospital that truly cares deeply for the health and well being of the children in the St. Louis metro area. I'm proud to be working directly with the security staff of the hospital to protect everyone who enters the hospital campus."





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"When we originally took over the account, they had around 50 cameras recording to VHS tapes and black-and-white monitors," Byrd said. "Today, they have around 200 high-resolution color cameras, recording to Pelco DX8100 digital recorders that are being viewed from three separate monitoring locations. To date, the system is still continually expanding for additional protection. As the customer's needs grow, so does the system."

Cunningham said he is responsible for the day-to-day security and safety of the hospital's patients and families, as well as employees, physicians and volunteers. With the most recent upgrade, he wanted a DVR system that would be reliable, user-friendly, and above all else, would deliver a quality picture.


"We initially started with Pelco products back in 1998 and we just upgraded in 2007, to include 14 DX8100 DVRs and a combination of pan/tilt/zoom cameras, fixed and high-resolution cameras," Cunningham said. "We selected Pelco because of their customer service and the quality of their products. And they stand behind their products. If there's ever a problem, Pelco has engineering staff available 24 hours a day to help find a resolution to a problem. With more than 190 color video cameras on the campus, the DX8100s gave us the best solution for our application. The system is working as it should and we have been very impressed with its performance."



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KEY PARTNERSHIPS

“I have been using Will Electronics for the last 20-plus years. I have found that their sales and service is second to none,” Cunningham said. “What I appreciate is that the sales staff doesn’t just sell you a product, they help you engineer a system that works for you.”

He noted that Jeff Byrd has been servicing their account for more than 10 years. “If it were not for Jeff’s knowledge of the products and his hard work and dedication to our account, I feel we would not have the security system we have now. It is top-of-the-line, and all components work well together.

“I also appreciate that Jeff is dedicated to individual customer service needs. He takes time to get to know you personally as well as professionally. He will call on you or come by just to see how you and your department are doing, and to check on the products. There has never been an issue or problem he has not been able to solve.”

Byrd noted that Will Electronics has been a Pelco integrator for about 20 years and that he appreciates the high level of customer service and products. “Pelco is a high-quality security industry standard. You know when you buy a Pelco product you’re buying a quality product, backed by a quality company. When it came time to look at a new recording platform for the hospital, we knew it would be Pelco that would deliver the right product that would fit the hospital’s needs currently and into the future.”

Byrd said that he recently had the opportunity to tour the Pelco factory. “I got to see first hand how the products are made and the quality of the staff who manufacture the product. I was impressed by the kindness of all the staff and the pride that they take in their jobs. It’s quite rare to see that nowadays. If anyone wants to see a quality operation working, they need to visit the Pelco factory.”