Major medical center benefits from IP video surveillance

With its sprawling campus and open-door environment, securing The University of Arizona Medical Center - South Campus requires the reliability and flexibility of Endura
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- Ron Coles
  Director of UAMC South Campus Safety and Security Services

As part of Arizona’s first academic medical network, The University of Arizona Medical Center - South Campus provides a wide range of healthcare services for thousands of people each year in Tucson, Ariz. Safety and security are top priorities for the South Campus, which is why it relies on a Pelco™ by Schneider Electric™ IP video surveillance solution.

The UAMC South Campus is comprised of six buildings, two off-site clinics, and a business center that are based around the UAMC South Campus Hospital, which includes a state-of-the-art 55-bed emergency department, intensive care unit, and surgery center.

When construction on a new behavioral health hospital tower was completed in 2011, its security team was also working to migrate and expand its existing analog video surveillance system to an IP system capable of multisite monitoring. Through a unique contract, the UAMC South Campus also manages video surveillance for a neighboring Crisis Response Center and a Pima County Superior Courtroom for Title 36 proceedings — so the medical center’s system also must handle the cameras at these locations.

The UAMC South Campus security team was familiar with Pelco solutions because they were already using DX8100 hybrid video recorders and Pelco analog cameras. Director of UAMC South Campus Safety and Security Services Ron Coles said they were happy with their performance, but that when they visited the Pelco facility in Clovis, Calif. they realized another system could help them operate more efficiently.

“When we saw the Endura system, we knew it was going to be perfect for what our needs were because it would allow us to monitor many more cameras and review them from multiple locations,” Coles said. “The ease of use is unbelievable. If I want to look up video, I can go to one station and review any camera that I want to.”

Seamless migration from analog to IP

Coles and his team worked with Brent Sheets, sales manager at DH Pace Systems Integration Group in Tempe, Ariz., to design a system that would accommodate the cameras for the UAMC South Campus, Crisis Response Center, and Superior Court.

“The Endura system was the ideal solution for the UAMC South Campus because it allows them to centralize all video onto one platform, while still allowing several operators to simultaneously look for and view video of daily events,” Sheets said.

They redesigned the system around the robust Pelco Endura IP video management system (VMS) with NSM5200™ network video recorders to accommodate the medical center’s storage needs of 200 terabytes.
“We try to maintain at minimum of 30 days of video storage,” Coles said. “Right now we’re at about 45 days of continuous recording storage at 30 frames per second.”

The team used NET5400 encoders to convert analog video from more than 100 existing cameras into digital video, enabling them to preserve their existing investments while enjoying the benefits of IP video management and recording.

Realizing the advantages of Pelco IP
The UAMC South Campus also installed more than 150 Sarix™ and Sarix with SureVision™ technology IP cameras throughout the new tower, emergency room, and at most entrances and exits.

“When you compare our system now to what we had, it’s night and day,” Coles said. “The clarity and level of detail from the IP cameras is amazing, and we have the ability for compression and additional storage that we didn’t have before.”

New Pelco high-resolution monitors were installed in the control room and placed in seven other locations to ensure the security team has multiple points of access to high-quality images. Coles uses a large monitor in his office to review video with his clients — the managers of other departments at the UAMC South Campus — which helps decision makers throughout the organization realize the value of their Pelco system.

“We use the video for so many things. We’ve used cameras to prevent theft and vehicle break-ins,” he said. “We’ve even used them to pinpoint patient incidents, which has helped clinical staff determine their treatment.”

Coles said he’s also been extremely satisfied with the service he’s received from Pelco. “Our service has been top-notch,” he said. “With any system there are going to be some issues to work out, and it doesn’t matter when it is — 24/7, these guys have been there to help us out.”

Coles manages a security team of 54 professionals, plus two canines that are used for bomb detection and protection. He already plans to expand the system and add cameras throughout the campus on areas such as a helipad, stairwells, and walkways.

“We have a great operation here, and we could not be happier with the Pelco system that we have,” he said.

Customer benefits

- Peace of mind for the safety of patients, staff, and property
- Preserved existing investments in cabling and analog cameras
- Unlimited user profiles allow access for multiple agencies and departments
- Built-in redundancies for 24/7 operation
- Ability to incorporate video management for outside agencies
- IP image quality provides better clarity and resolution
- Scalable system will make future expansion easy

Project at a glance

**Project type**
Healthcare facility video surveillance

**Location**
Tucson, Ariz.

**Size**
Open campus of six buildings, plus an off site business office and two clinics

**Applications**
IP video management system (VMS), high definition IP cameras, analog cameras, encoders, network system managers,

**Products used**
Endura IP VMS, NSM5200, NET5400, Sarix IM E Series environmental domes with SureVision technology, Sarix IE Series outdoor domes