

RENOWNED CHILDREN'S HOSPITAL FINDS THE CURE FOR ITS EVOLVING SECURITY NEEDS & CAPABILITIES

» CUSTOMER

Renowned Children's Hospital

» CHALLENGE

Replace a proprietary incident reporting system that had limited functionality with a modern solution that allows access to historical information and reporting data and offers other advanced options.

» SOLUTION

Omnigo's fully integrated incident reporting platform, incorporating the Online Reporting and Lost and Found modules.

» RESULTS

By upgrading to the Omnigo platform, this children's hospital has been able to transform its security team's incident reporting and management processes. The fully integrated system has not only allowed the hospital's security team to expand their capabilities but has also enabled them to shift their efforts from reactive to proactive.

For more than a century, a distinguished children's hospital has delivered superior patient care while advancing new treatments through research. The healthcare network consists of multiple facilities, including the main hospital, totaling more than one million square feet. With over 7,000 employees, medical staff, and volunteers, this hospital serves more than 350,000 patients each year.

The hospital's primary security infrastructure includes more than 1,000 card readers, 600 cameras, and 60 security officers. Performing a variety of security and customer service functions, the security team generates more than 25,000 reports a year.



The hospital has expanded its security team's capabilities, thanks to the modular architecture and seamless integration of Omnigo's system.

"Safety is a main focus here," says the physical security/technology project manager, who led the selection and implementation of a new incident reporting system. Prior to the new system, the hospital utilized a proprietary system that was developed with the assistance of a contractor. The security team, however, found the system to have limited functionality.

"We needed access to historical information and reporting data, and wanted additional features to support our business needs" states the project manager. "As a baseline, we needed a documentation system with advanced options."

The hospital decided early on they required a solution with an open software architecture for rapid integration with their current systems. The team wanted to avoid a stand-alone investment that would prevent the security infrastructure from integrating with other open systems in the future.

"Omnigo stood out due to the integrations they've completed in more than 20 other hospital health systems—but one of the deciding factors was the software's

“Omnigo’s solution anticipated the duties of front-line security officers and offered relevant, integrated options to address them. The Lost and Found module fit really nicely into the reporting software—and the way we operate.”

modular architecture and ability to seamlessly integrate discrete functions with the core incident reporting system,” says the project manager.

“Most systems have similar features like e-mail notifications, best practices, and custom forms,” he continues, “but Omnigo offers relevant, integrated options that address the other duties of front-line officers. The Lost and Found module fit really nicely into the reporting software—and the way we operate.”

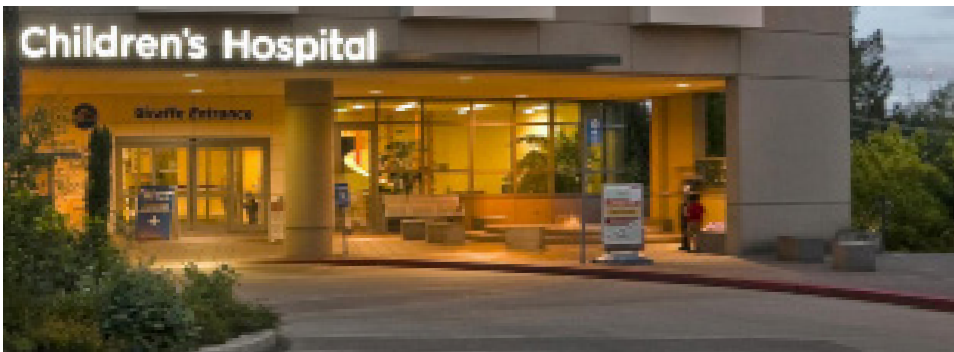
A TRUE PARTNER

After initially investing in the Omnigo platform, the hospital increased the number of licensed users and expanded the system to meet their growing needs.

They gained greater awareness of everything occurring on the property by adding online reporting and license plate recognition to their capabilities. Online reporting allows staff, volunteers, and students to anonymously report concerns to security. And the Omnigo license plate recognition module compares plates on vehicles entering the facility to those on file belonging to flagged individuals. When a match is made, security is alerted and able to

» OMNIGO SOFTWARE

Omnigo Software is the leading provider of public safety, incident reporting, & security management solutions for law enforcement, education, healthcare, gaming, hospitality, and other enterprises, offering easy-to-use and flexible applications that provide actionable insight for making more informed decisions. Omnigo solutions have helped law enforcement and security professionals increase staff productivity by up to 25%, reduce compliance risk, and show measured improvements in safety and security.



The advanced features of the Omnigo system have helped the hospital's security team gain a greater awareness of everything occurring on the property.

intercept visitors at the door or monitor activity via surveillance.

The project manager believes security must be an engaged partner—not only with IT and the end users of the system but also with the manufacturer and the integrator. “At the end of the day, beyond features and capabilities, you need to be sure the people and companies you choose to invest in and work with are going to be good partners. Omnigo has a great product,” he states, “and they have been an outstanding partner.”