Quantum

Leading Children's Hospital Uses Quantum VS-HCI Solution to Improve Patient Safety & Hospital Operations

CASE STUDY

Seattle Children's is committed to the safety and security of its patients, families, and staff. Over the course of its history, the hospital has leveraged a wide array of tools and processes to ensure the highest levels of protection, which led the organization to seek solutions that could replace its network of outdated NVRs to enhance resiliency across its IT infrastructure.

"Our IT organization strives for always-on reliability, so when we started to see single-point-of-failure recording issues we knew that wasn't an option in a modern healthcare environment," said Dylan Hayes, Manager, IT Security and Physical Security Technology, Seattle Children's. "When a DVR component failed, we would lose all video from that DVR. Since incoming video data is crucial to daily business operations, patient care, and security and safety, loss of video meant increased risk, reduced safety, and decreased operations. We had to make a change."

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Dylan Hayes
Manager, IT Security & Physical Security Technology, Seattle Children's

FEATURED PRODUCTS

VS-HCI Series

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SOLUTION OVERVIEW

- Enterprise-class HCI infrastructure for surveillance operations and security applications
- Milestone VMS

KEY BENEFITS

- Consolidated workloads and datacenter operations.
- Centralized management of security and IoT solutions.
- Scales easily for future needs.
- Flexibility to add additional workloads.

Seattle Children's security integration partner ASG introduced the hospital to Quantum's intelligent VS-HCI infrastructure platform. The technology was quickly identified as a more resilient solution that could also enable the hospital to embrace a more centralized security management strategy that provided a foundation for new technologies in the future.

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> Manager, IT Security & Physical Security Technology, Seattle Children's

"Our deployment of VS-HCI was the first step in moving away from an NVR-based video system and now, we've been able to migrate to more of a centralized model with clusters of appliances that reduce system failures," Hayes noted.

Quantum's VS-HCI solution is optimized for demanding, data-intensive workloads, such as security, video surveillance and IoT deployments. Using standard off-the-shelf server hardware, VS-HCI aggregates storage and compute resources from multiple servers into a single unified pool that all cameras can access, which maximizes performance and storage capacity

utilization. VS-HCI intelligent hyperconverged infrastructure is designed to provide industry-leading resiliency to keep video data secure and available at all times. Even if multiple hardware failures occur, including an entire appliance, servers remain online and recording, and any previously recorded video will continue to be protected and accessible by users.

Today, Quantum supports Children's enterprise security operations, which means it is leveraged to consolidate video and security operations across the hospital, as well as the research and foundation division. Hayes said this was the ultimate goal when choosing to go with an IT-enabled solution.

Furthermore, the transition to hyperconverged infrastructure has increased collaboration between security and IT, which were combined as part of a recent strategic initiative within the hospital. With an internal converged approach to security, it makes sense to deploy technologies that fit the requirements of both departments — a place in which Quantum's VS-HCI excels because it has taken technologies proven in the world of IT and optimized them for security and IoT uses.

Quantum has helped Children's consolidate servers and storage into one enterprise-class solution that is easily managed from a single user interface. Seattle Children's is able to host and manage its Milestone XProtect video management system -- which is tied to more than 1,000 cameras across the organization on the VS-HCI system — and can add additional workloads as the hospital's needs expand.

"Our goal is to enhance our security operations and customer experience and that is our main focus right now," Hayes said. "We are interested in adding additional software packages to the VS-HCI system and we're vetting those technologies now. Moving forward, VS-HCI will play an increasingly important role in our strategy roadmap and success of services we provide."

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Quantum significantly improved the integrity of Children's security program by mitigating unnecessary exposure to risk. Once the security team had highly reliable video retention, it became a trusted source of information to the business. This opened the door to expanding the value of video from enterprise security operations to supporting other service departments and business initiatives, Hayes said. Seattle Children's is already making plans to increase the value of its video and security data. It will begin testing a variety of video analytics on the VS-HCI infrastructure to see how the technology can help improve awareness and enhance decision-making and patient services across the organization.

"We are planning for the future of our infrastructure," he continued. "We want to achieve higher levels of operational efficiency while having the power to gather more information to enable more proactive security operations. Our primary goal is and will continue to be providing the highest levels of safety, service and experience to our patients, visitors, and staff. Quantum's VS-HCI technology allows us to meet our goals today and tomorrow."

ABOUT SEATTLE CHILDREN'S HOSPITAL

For more than 100 years, Seattle Children's Hospital has specialized in meeting the unique physical, emotional and developmental needs of children. Through the collaboration of physicians in nearly 60 pediatric subspecialties, the hospital provides inpatient, outpatient, diagnostic, surgical, rehabilitative, behavioral, emergency and outreach services. In 2018, U.S. News & World Report ranked Seattle Children's among the nation's best children's hospitals for the 26th year in a row. At the forefront of pediatric medical research, Seattle Children's Research Institute is working to cure childhood disease in partnership with Seattle Children's Hospital and Seattle Children's Hospital and Research Foundation. The institute consists of nine major centers, and is internationally recognized for its work in cancer, genetics, immunology, pathology, infectious disease, injury prevention and bioethics.

Quantum

Quantum technology, software, and services provide the solutions that today's organizations need to make video and other unstructured data smarter – so their data works for them and not the other way around. With over 40 years of innovation, Quantum's end-to-end platform is uniquely equipped to orchestrate, protect, and enrich data across its lifecycle, providing enhanced intelligence and actionable insights. Leading organizations in cloud services, entertainment, government, research, education, transportation, and enterprise IT trust Quantum to bring their data to life, because data makes life better, safer, and smarter. Quantum is listed on Nasdaq (QMCO) and the Russell 2000® Index. For more information visit www.quantum.com.