



MANAGED SERVICES FOR LOMA LINDA UNIVERSITY MEDICAL CENTER IN CALIFORNIA

OBJECTIVE Loma Linda University Medical Center is a teaching hospital, children's hospital and research center on the campus of Loma Linda University in Loma Linda, California. The medical center serves as a Level One Trauma Center for San Bernardino County and the rest of the Inland Empire. The Medical Center requires an Intelligent Surveillance system throughout the hospital and needed a complete solution to monitor and maintain the facility 24 hours a day, 365 days a year.

SOLUTION VectorUSA customized a suite of systems to monitor, maintain and provide high-value technology support for the Loma Linda University Medical Center IP Surveillance System. VectorUSA created customized monitoring and alerting for all of the Microsoft servers hosting the Medical Center's surveillance system, and for the virtual JDS hosting system. VectorUSA also provided remote diagnosis and remediation recommendations for all incidents to the hospital's technical staff.

VectorUSA also provided weekly, manual inspections of the management interface of the Medical Center's surveillance system to verify that all cameras were recording and storing video correctly, and images recorded by cameras were legible. VectorUSA engineers provided remote response to emergency events within two hours of receipt of a performance alarm, 24 hours a day, 365 days a year. An emergency event is defined as an outage that prevents Loma Linda from viewing live or stored video for more than 10% of the 280 installed cameras. With VectorUSA Managed Services, Loma Linda University Medical Center now has more resources to put toward teaching and saving lives.

