



Case Study

THE COMPANY

Park Nicollet Health Services is an integrated care system that includes Methodist Hospital, Park Nicollet Clinic, Park Nicollet Foundation and Park Nicollet Institute. Based in St. Louis Park, Minnesota, Park Nicollet has more than 8,100 employees in clinical and administrative positions.

THE CHALLENGE

In 2008, Park Nicollet replaced its aging SL 100 with Nortel's newer, more robust, CS 2100. Park Nicollet executives selected the CS 2100 because of the relative transparency in switching from one Nortel platform to another, because of their success with the SL 100, and because of the enhanced capabilities of the CS 2100. As part of the solution, Park Nicollet purchased 3,000 IP phones, which are highly mobile. Park Nicollet's attorneys recommended that the company add an E911 solution to track the location of these IP phones to comply with Minnesota regulations requiring MLTS installed after January 1, 2005 to provide a call back number and emergency response location. Project Manager Scott Jensen and his team were charged with finding an E911 partner that provided the best technical solution for all 25 Park Nicollet sites and a solution that would alert on-site security in the event of a 9-1-1 call.

THE SOLUTION

Park Nicollet chose to partner with RedSky and implement E911 Manager™ to meet the organization's E911 needs for several reasons. First and foremost, RedSky offers the only E911 solution that is certified as compatible with the Nortel CS 2100. The project team also was drawn to the way in which E911 Manager™ automates every aspect of the E911 process and reduces administrative requirements by self-monitoring key functions – saving time and budget. RedSky also has managed more large-scale implementations than any organization in the E911 world.

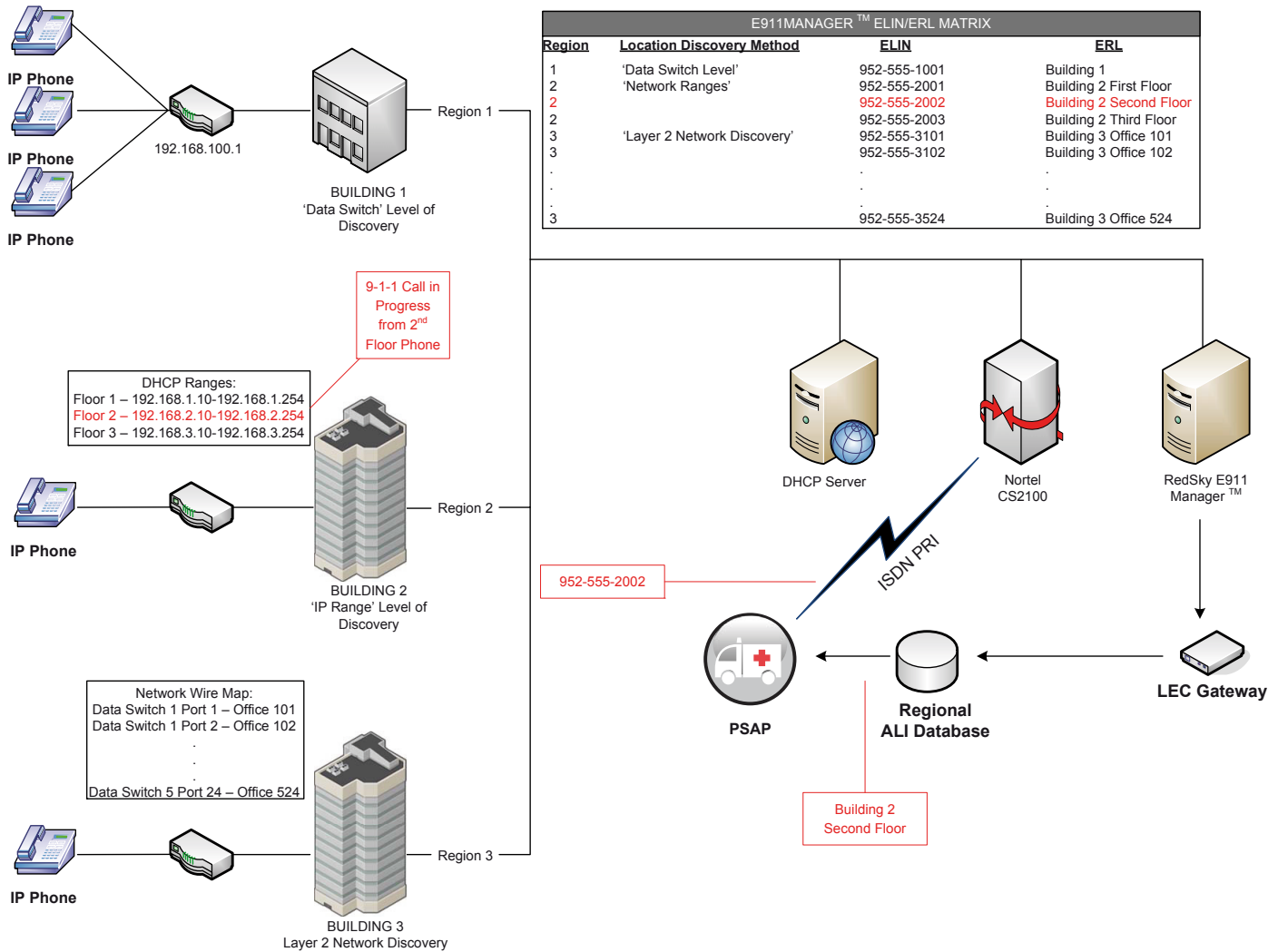
“E911 Manager™ is the only E911 solution for the CS 2100. The RedSky Professional Services team responded to our needs in a timely way throughout this project.”

Scott Jensen
Park Nicollet Project Manager

RedSky Professional Services developed an implementation plan along with Nortel and the Park Nicollet team that focused initially on the company's remote locations. For these smaller locations the team is using a network discovery approach and has created a detailed network map down to the data switch. This approach makes it possible to pinpoint the location of a 9-1-1 call, saving critical response time.

For Park Nicollet's larger facilities, a network regions approach is used to determine the location of a 9-1-1 caller. Park Nicollet's IT group assigns a range of IP addresses to a specific geographic region. Location information is then automatically assigned to stations logging on in this area.

Park Nicollet also added RedSky's EON module, which provides immediate notification to Park Nicollet security when a 911 call has been placed from their facility. EON also provides the exact location of the caller allowing Park Nicollet personnel to either respond to the caller or assist emergency responders in reaching the caller quicker upon their arrival.



THE IMPACT

RedSky has currently implemented E911 protection for 19 Park Nicollet sites with six more to follow. E911 Manager™ is working as promised and Jensen is impressed with the way RedSky worked through the challenges that typically occur in complex, large-scale implementations.

Over the next two years, the final six sites will come on line bringing the final scope of the implementation to 3,000 IP phones that can be moved across 26 sites. With E911 Manager™, the process of maintaining current location information as these phones move will be automated and documented.

Finally, Park Nicollet has the peace of mind that comes with knowing that its employees, patients and visitors are protected in the event of an emergency and that local emergency response professionals will be able to quickly determine the exact location of a 9-1-1 caller in need. This is particularly important during off hours when few employees are present at their remote locations.

For more information on RedSky's software or services for higher education, visit our website at www.redskyE911.com or call us at 877-REDSKY1.