



Greenville Hospital System

Software House teams up with Tech Systems, Inc. to deliver a robust access control solution for Greenville Hospital System and their new, four-year medical school.

Greenville, SC – The beautiful campuses that frame Greenville Hospital System are gearing up for their 100th year anniversary and the grand opening of their new, state of the art medical school. Centralized access control is an increasingly crucial requirement for their expanding breadth. Patients and visitors are admitted and released on a daily basis, employees/contractors are surpassing the 15,000 mark and now they eagerly await their first set of medical students.

CASE SUMMARY

Location:

Greenville, SC

System Installed:

Software House
C•CURE System

Introduction

Greenville Hospital System (GHS) first opened their doors back in January of 1912. This year holds special significance, marking their 100th year anniversary. The hospital has grown substantially since its inception from one standalone hospital to five including: Greenville Memorial, Simpsonville, North Greenville and their newest facilities Patewood and Greer Medical Campus. GHS works passionately to transform healthcare for the benefit of the people and communities they serve. Their total health philosophy and vision includes providing a safe and secure environment for everyone who comes through their doors.

“In any healthcare environment the real challenge is that we are open to the public, we welcome everyone in,” stated Shawn Reilly, director and chief of police for GHS. “At the same time we have to maintain a high-level of security. Unlike hotels where the guests come in and lock themselves in at night; our patients’ rooms are left open.”



Shawn Reilly, director and chief of police for Greenville Hospital System

GHS required a scalable, feature-rich security system to expand with their needs. Having grown from one to five standalone hospitals, over 75 offsite facilities and

their recently opened four-year medical school, security was their utmost concern.

Challenges

Some of the challenges that GHS was facing included:

- They had grown exponentially from one hospital to five standalone hospitals and had disparate access control systems running in each facility. It was beginning to become an IT, and security, nightmare to maintain control across all of their facilities.
- Their existing access control panels were severely overloaded due to their 15,000+ cardholders all having universal access. No one had customized clearances.
- They were in the process of opening their brand new, four-year medical school and required heightened safety for their incoming students.

“Seven years ago when I first started, the C•CURE system wasn’t being fully utilized; everyone who had a badge had access to the same places,” stated Reilly. “With 15,000 badges in access and over 700 readers, we needed to better manage who could go where. With the C•CURE system we were able to do that easily.”

Solution

GHS reached out to Tech Systems, Inc. to upgrade their existing C•CURE system, access control panels and readers to establish centralized access control over all facilities in the 20-mile radius. Tech Systems worked closely with the GHS IT and HR teams to re-badge their entire system, ensuring all individual cardholders had the correct clearances. This was a massive project in which Tech Systems relied heavily on their team and Software House expertise to achieve a positive outcome.

“We’ve seen tremendous growth at this hospital with many different challenges,” stated Wayne Smith, vice president for Tech Systems, Inc. “Working together with Shawn, we have been able to address those challenges and provide a successful outcome.”

GHS had started working with Software House when they were in need of a small access control solution. When GHS started to grow at an overwhelming rate, Software House and Tech Systems were able to bring their products and expertise to a new level. With heightened security being a critical part of their hospitals and school, Software House was able to evolve its applications to bring GHS a proper solution.

“The C•CURE system provides a level of confidence not only for me but for the leadership team because they see it always working,” stated Reilly.



GHS has received multiple awards including “Top 500 Security Organizations” from Security Magazine for two years in a row and most recently an accreditation through IAHS in 2012.

The Software House C•CURE system has been securing their hospitals as they turned 100 years old and expect to grow with them over the next 100 years.



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