

CIP: Providing Stable Real-Time Monitoring and Recording

Site Name	Taiwan Famous University Hospital
Country/City	Taipei City, Taiwan
Industry	Public Facilities
Solution	CIP Solution
Solution Provider	A-Tec Subsystem Inc.
Reasons of Adoption	<ul style="list-style-type: none">■ Cable Cost Saving■ Full-HD Video■ Hybrid (IP/DTV) System



CUSTOMER NEEDS AND PROBLEMS

A famous university hospital, located in northern Taiwan, have two campuses. Lots of people come in and out every day. In order to enhance the public safety, the hospital has installed surveillance cameras at key areas. The recorded video can be used for internal analysis or as supporting evidence whenever disputes happen, protecting the rights of both the hospital and the patients.

The surveillance systems on both campuses were upgraded to IP CAM systems a while ago. In order to migrate to IP CAM system, the hospital had to spend a considerable amount of budget to replace the coaxial cables with network cables. However, after the systems had been in service for a while, the staff of the cashier counter complained that the quality of the recorded video, though claimed to be HD, was not good enough to resolve disputes happened at the counter. They hoped the hospital can help to improve the video quality as soon as possible.

It happened that A-Tec Subsystem Inc. was promoting their CIP (Coaxial IP) solution at that time. CIP combines the advantages of IP and DTV systems. The dedicated channel for each camera guarantees the data rate and thus the video quality. Both real-time monitoring and playback have the same video quality. Under serious considerations, the hospital decided to adopt the system in a trial site, the counter in the east campus. After the trial site is built for one month, there happened a dispute between the cashier and the patient. The retrieved HD video and audio recording clearly showed the number on the bills and the number of pieces. The issue was resolved immediately.

Because of this event, the office in charge became more confident on CIP. The crew of the cashier counter on the other campus requested to use CIP, and later the Health Management Center made the same request. During the trial, CIP's stable and clear video attracted people's attention. The Office of Medical Affairs, The Department of Ambulatory Service, The Children's Hospital, and many other departments successively requested to use CIP.

CUSTOMER BENEFITS

Because of the advanced techniques and equipment, many patients choose the university hospital. In addition to medical services, the hospital also wants to provide comfortable environment and quality services. The IP CAM system that the hospital adopted did not fulfill the video quality needs at the busy counters. When disputes happen, without clear video recordings, not only the frontline staff but also higher-level staff or staff from other departments may have to spend extra time to help. With CIP, the clear video and audio playback shuts up all the noise. The saved time and manpower allow the hospital to provide better services.

Although the cameras of IP CAM system are HD, under high network traffic due to large-number of cameras, every camera has to reduce its data rate in order to transmit video streams smoothly. Unfortunately, the video quality is scarified in the meantime. CIP system avoids the traffic issue by its “DTV features”. It allows STABLE video streaming for both live monitoring and recording. CIP system allows fast and easy integration by its “IP features”. For example, it works with most VMS on the market which supports IP CAM systems. CIP is no doubt the best choice for those who concern both quality and level of integration.