

SUCCESS STORY —

FUNDACIÓ HOSPITAL DE L'ESPERIT SANT

FHES optimizes its infrastructure with advanced access control and video surveillance.



Fundació Hospital de l'Esperit Sant

The Fundació Hospital de l'Esperit Sant (FHES) is a public healthcare institution located in Santa Coloma de Gramenet, Barcelona. Since its foundation in 1917 as an antituberculosis sanatorium, it has evolved into a modern and teaching general hospital.

Currently, it is part of the Integrated Public Health System of Catalonia (SISCAT) and provides comprehensive care to a population of over 200,000 people in the Barcelonès Nord and Baix Maresme regions.

FHES works closely with centers such as the Hospital Universitari Germans Trias i Pujol and the Primary Care of Santa Coloma, and is partnered with Catalan universities in training and research programs.



The challenge Modernization of access control and video surveillance systems in the hospital environment

The Fundació Hospital de l'Esperit Sant needed to renew its technological infrastructure to meet new operational and security requirements.

The access control system had outdated readers and equipment, which did not allow for expansions, limiting the integration of new functionalities and the possibility of obtaining replacement parts. At the same time, the lack of an integrated presence control system affected the automation of essential HR processes, such as employee onboarding and offboarding.

Additionally, various internal services—such as the cafeteria, laundry, and uniform dispensing—were operating with cards that could not be managed centrally, forcing users to perform manual tasks, slowing down processes, and impacting operational efficiency.

Meanwhile, the video surveillance system, based on coaxial technology and analog recorders, did not provide the necessary image quality nor scalability options, making it difficult to respond to incidents and manage security efficiently.

Furthermore, the hospital was seeking a global solution with backward compatibility, the ability to integrate with existing systems, scalability, and local support.

The solution Integration of advanced access control and video surveillance systems.

Instel designed and deployed a comprehensive, scalable solution fully tailored to the hospital's needs:

- **Advanced access control and presence system:** Thanks to Intemo Technologies' technology, an advanced solution was implemented that ensures backward compatibility with the existing infrastructure.
 - Access readers were deployed at building entrances and sensitive areas such as operating rooms, data centers (CPD), pharmacy, and morphological areas, with segmented control by user profiles.
 - Time and attendance readers were placed on each floor, improving the traceability of employee entries and exits.
 - Full centralization and integration with the payroll and HR system, automating the onboarding and offboarding of users across all systems: building access, cafeteria, laundry, operating rooms, and vending (wallet card).
- **Advanced connectivity:** Queue management system for consultations. Instel improved connectivity in the consultation area by installing CommScope CAT6 GigaSPEED XL structured cabling. This cabling facilitated communication between the 70 tablets deployed for access control in the consultation offices, improving operational efficiency in the flow of patients and staff.

The solution Integration of advanced access control and video surveillance systems

Next-generation IP video surveillance: The video surveillance infrastructure was renovated, migrating from an analog system to an intelligent IP platform by Axis Communications.

- High-definition cameras with improved light sensitivity and dynamic focus capabilities, even in backlit conditions.
- Centralized management from a redundant server located in the data center (CPD), with automated backup processes.
- Real-time remote access via the Axis app, available both on tablets used by security staff and other authorized devices, facilitating monitoring and immediate response to any incidents.
- Integration with IP video intercom systems and remote access control at the loading docks, optimizing security and facilitating the management of entrances and exits, even outside of regular hours.

"Instel has understood our needs from the very beginning and has provided us with a reliable, well-integrated solution that is ready to grow with us. Furthermore, their technical team has demonstrated a closeness and professionalism that have been fundamental to the success of the project."

Manuel Cayetano, Head of Technical Services at Fundació Hospital de l'Esperit Sant.

Benefits

- **Advanced technological image:** The implementation of advanced solutions has enhanced the hospital's image, highlighting its commitment to innovation, security, and operational efficiency.
- **Improved security:** The deployment of a robust access control system and an IP video surveillance platform has strengthened security by ensuring restricted access to critical areas and improving incident response capabilities.
- **Automation and operational efficiency:** Automating user onboarding and offboarding in HR has eliminated manual tasks, reduced errors, and optimized personnel management.
- **Scalability and adaptability to future needs:** The infrastructure is scalable, allowing for the integration of new technologies and system expansion as the hospital's needs evolve, ensuring long-term flexibility.
- **Improved decision-making:** Centralized video surveillance enables quick access to recordings, supporting agile decision-making and more effective responses to incidents.
- **Resource optimization:** The modernization of systems and automation of processes have led to a more efficient use of the hospital's resources, reducing long-term operational costs without compromising service quality.



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