

Cataldo Ambulance Drives Safety and Security



Success Story: Cataldo Ambulance Service

Cataldo Ambulance Services benefit from Focus Security Solutions

Cataldo Ambulance Service remains one of the most respected family owned providers of medical transportation in the Northeast. Since 1977, Cataldo Ambulance Service, Inc., has continually distinguished itself as a leader in providing routine and emergency medical services. As the needs of the community and the patient change, Cataldo continues to introduce innovative programs to ensure the highest level of care is available to everyone in their service areas.

Business Challenge

With eleven bases spread throughout Massachusetts, Cataldo Ambulance Services recognized the necessity for a centralized hub for all data. They needed a way to collect, transmit and record information from all eleven bases and have that information available in real-time at their main Somerville, Massachusetts headquarters.

“Cataldo Ambulance Service is committed to excellent service and understands that investing in technology is a tool that helps us remain a distinguished leader in the industry.”

Dennis Cataldo CEO, Cataldo Ambulance Services

FAST FACTS

COMPANY

Cataldo Ambulance Service, Inc.

INDUSTRY

Healthcare

FOCUS SOLUTIONS

Focus Secure Network Access Solution

WEB SITE

www.cataldoambulance.com

Focus Solution

Focus designed and implemented the Remote Camera Project utilizing state of the art technology resulting in live videos from all remote bases being streamed back to the main dispatch center using an Internet based VPN on economical DSL and Cable modems.

The project, which consists of 38 different cameras throughout Cataldo owned bases, ensures Cataldo's 911 contracted cities a quicker "shoot time". The remote camera solution allows Cataldo to monitor the ambulance crews enabling better response times and a look into possible ways to improve these times. The remote camera solution is another tool used to measure Cataldo's accountability for quick action to begin response to the call.

In addition, the remote camera solution further ensures the safety of Cataldo employees as well as Cataldo vehicles. With a 24 hour operation, a camera system allows 24 hour monitoring of the bases and the vehicles in hopes of reducing vandalism and any crimes that may occur around any of the Cataldo bases.

Each Cataldo base has its own DVR system and is continuously recording camera information. All camera and DVR equipment is installed outside of common areas and when possible, has been located in a secure area such as a closet or other storage location ensuring total monitoring of the bases.

All remote camera feeds are available in the Somerville base. This allows Somerville dispatchers and supervisors to monitor other bases and check response times of vehicles leaving other bases. Should an incident occur at another base this accessibility also allows supervisors or management to review the incident quickly at the Somerville base.

The Impact

The completion of this project enabled Cataldo Ambulance Service to continue improving accountability for their accounts as well as for their crews. The monitoring gave Cataldo another avenue to monitor inventory and combat vehicle damage. Cataldo is very confident that the remote camera project is beneficial for everyone and will ensure safety and security to their contracted 911 cities as well as Cataldo employees.

Focus Implemented

March Networks 4310 DVR
March Networks 3204 DVR
Pelco Indoor Cameras
Pelco Outdoor Cameras
Cisco PIX Firewall

Focus Strategic Partnerships

Microsoft Certified Gold Partner
Cisco Systems Premier Partner
VMware Enterprise VIP Partner
EMC Velocity Partner
Symantec Enterprise Partner