IPCELERATE™

MONITORING REFRIGERATION PERFORMANCE

A refrigeration unit in a hospital's kitchen goes down Friday night around 9:00pm. The monitoring system sends an email to the desktop of management, but the email is not viewed until the following morning. How long has the temperature been out of threshold? Without knowing, the hospital must discard the food to prevent food poisoning in patients and the cafeteria.

Solving this challenge will benefit the hospital in the following ways:

- Faster response to failing refrigeration units and extended lifespan of the units
- Cost savings in reduction of spoiled foods
- Automatic and accurate notification of emergency events after hours will result in a reduction of stand-by employee's
- Reduction in potential liability from food poisoning and food inspector auditing
- Improved community status and image of the hospital

THE SOLUTION

The focus of this solution is meeting the challenge of reaching the right people, over the right mediums, with the right message, at the right time. Particular to this challenge is interfacing with an external monitoring system to receive alerts and disseminate them as needed.

1. Interface with third party monitoring systems, including temperature, moisture, UPS, fire, smoke, motion, etc. to be able to disseminate alerts as needed
2. Create rules based on time of day and type of alert to assure message is sent to the right technician over the right medium
3. Send an alert to an IP phone and desktop monitor during normal hours of operation; send the same alert to a home phone as a dial out and cell phone as a text message after normal hours of operation
4. Monitor acknowledgements from first responders to confirm alerts are being addressed in a timely manner
5. From an off-network phone, start an ad-hoc conference call to ensure your technicians are coordinated in addressing serious failures; maintain an open bridge to continue communicating until the incident is resolved