



## Case Study

# Seton Family of Hospitals, Austin Texas. [www.seton.net](http://www.seton.net)

The Seton Family of Hospitals, a not-for-profit organization, is the leading provider of healthcare services in Central Texas, serving an 11-county population of 1.4 million. With eight main hospitals, three Community Health Centers that provide primary care, and more than thirty other buildings throughout the Austin area, Seton needed an emergency communication system that could target all buildings with critical emergency information.



**During Hurricane Katrina, the cell networks and the public phone systems were overwhelmed and we couldn't get calls through to our buildings across town. This is one of the reasons we purchased REACT! Enterprise™, so we would have a reliable means of communicating when other methods failed...**

– **Matt Dick**, Director of Safety, Security, and Emergency Management at Seton

**With nearly four thousand REACT! Enterprise users across 41 locations, and with plans to expand to six thousand across the Austin area in 2007, Seton launches up to eighteen targeted REACT! Enterprise alerts a day.**

Seton relies on REACT! Enterprise alerts to communicate a variety of hospital codes alerts, hospital overflow warnings, severe weather updates, as well as critical IT information notices – **making REACT! Enterprise an integral part of Seton's daily operations by improving safety, communication, and the quality of response.**

To fulfill their needs, an emergency communication system needed to be fast, secure, easy to use, and had to reach all buildings on their network in real time. Seton chose the REACT! Enterprise solution.

Even when the telephone networks were overwhelmed with calls, Seton's IP network remained working. REACT! Enterprise efficiently shares Seton's network with other critical applications. Even when the power grid is down, hospital emergency power systems are designed to supply power for up to seventy two hours, so systems like REACT! Enterprise continue to work.

**We've received good feedback during department meetings because REACT! Enterprise alerts are self explanatory. The alerts have eliminated calls to PBX to inquire what a "Code" means, or what alert status level we're at. The general staff would not be near as informed of alerts that are happening within our buildings.**

– **Diane Deane**, Manager, PBX Operators at Seton



Because they are not announced over the overhead speaker system, REACT! Enterprise alerts can use plain language to describe what an active Code alert means and how to respond. Since active REACT! Enterprise alerts are persistent, users have a reliable reference screen to review for descriptions and instructions anytime the alert is still active.

### About REACT Systems, Inc.

REACT Systems, Inc.™ is the innovator and leader in Critical Response Notification Systems (CRNS) that unify critical actions in emergencies and time-sensitive situations. The company's proven, best-in-class solutions improve Critical Response Performance (CRP) by enabling public safety agencies, health care providers, educational institutions, facility operators, corporations and others to better prepare for, respond to, and manage emergencies through targeted, real-time, multi-modal notification and communication.

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