

CASE STUDY



Hylton Education Center

As of 2019, the Sentara network is comprised of 12 hospitals, 10 nursing centers and an assisted-living facility. It's in the top 3 for Virginia's largest employers and operates more than 300 sites of care in Virginia and North Carolina.

Sentara's Hylton Education Center was in need of a major communication upgrade. **"We had been using the same outdated technology since 2006,"** Sentara Executive Assistance and Office manager Rebecca Lane explains as she describes a recent AV upgrade Vicom provided for Sentara.

Vicom brought a total upgrade to the 8 rooms that make up the Hylton Education Center. This included new drop-down screens, all new head-end equipment in the existing rack including new touch panels, switcher, blu-ray player and new wall-plates providing HDMI input. The existing podiums received an upgrade as well including new touch screens and gooseneck microphones. Regarding Video Conferencing, new ceiling microphones and cameras were installed with dedicated computers and monitors. Vicom replaced their existing projectors with new laser projectors, providing a better picture with less maintenance required in the future. Vicom worked alongside the facilities crew at Sentara to provide a clean and thorough de-installation of any old equipment ensuring a clean and timely installation process.

When asked about their experience with Vicom before, during and after the installation, **"All of your guys were great to work with. From Nick and Dennis in the pre-stages, to your de-installation crew (kept things very clean and tidy), and of course Michael – he and Nick remembered when they installed in 2006 so it was nice to have the history. Training once the project was completed was concise and well done. Michael was always available to me for the first few months when I had an "emergency" question or issue."** Rebecca told us.

When asked if she would recommend Vicom to another organization for a similar project, **"Oh my goodness, ABSOLUTELY! Feel free to include me as a reference. You all are awesome to work with!!! Always available when I have a question via email or phone."**



"All of your guys were great to work with."

Rebecca Lane
Sentara Healthcare

Contact Vicom

HAMPTON ROADS, VIRGINIA
Vicom 5361 Cleveland Street,
Virginia Beach, VA 23462
Tel: (757) 490-7777 Fax: (757)
499-3394 DCJS – 11-6695

RICHMOND, NORTHERN VIRGINIA
Vicom 1580 E. Parham Road,
Richmond, VA 23228
Tel: (804) 261-3836 Fax: (804)
261-4131 DCJS – 11-6695

