



## *Success Story*



The Texas Poison Control Network (TPCN) consists of six regional poison centers located in major hospitals in Amarillo, Dallas, El Paso, Galveston, San Antonio and Temple. TPCN's mission is to provide emergency treatment information to the citizens of Texas who believe they may have been exposed to a poisoning or have come into contact with toxic exposures. Access to healthcare advice is available through TPCN to both the public and healthcare providers in the state. In addition to information on poisonous plants and animals throughout Texas, TPCN provides a consumer 24-hour toll free number for life threatening emergencies.

### **CHALLENGE**

In order to save lives, TPCN's networks must be up and running 24/7/365. If TPCN is down and its data is unavailable to healthcare providers, a life could be at stake. Therefore, TPCN looked to Vintage IT Services to design a network that would not fail. Because lives depend on the design and reliability of the TPCN's IT infrastructure, Vintage IT Services knew the system must be reliable, secure and work in the event of a natural disaster or common external event, such as a power outage.

“ Vintage IT Services employees continue to provide outstanding support services...we appreciate the level of expertise and professional services that have continued throughout our partnership with Vintage IT Services.”

**Norma Valle,  
Poison Program  
Administrator  
Austin, TX**

### **STRATEGY**

Vintage IT Services designed the TPCN system with a central server and a redundant back-up server. If the central server fails, all systems are accessible through the redundant server. Local data is also replicated at each location so if communications are interrupted between the central server and a poison control center, individual centers can continue to work with their local data at the center.

Since Vintage IT Services began managing TPCN's network, the system has been running healthy – it even continued to work through Hurricane Ike. During the storm, Galveston Island endured widespread destruction and the Poison Control Center at the University of Texas Medical Branch in Galveston was forced to evacuate. However, the TPCN network functioned exceptionally well. By utilizing a digital, internet-protocol network it allowed calls originating in Galveston to be automatically routed and answered at any one of the other five centers in Texas.

Vintage IT Services' managed care insured that calls were handled and managed appropriately to emergency call centers throughout Texas. They also made sure the network was able to absorb vast increases in call volume at the poison centers. This was done through the use of multiple remote agent workstations that allowed call takers to log into the network remotely from home.

### **RESULT**

In addition to seamless operation during an emergency, the result of Vintage IT Services managing the IT for TPCN has been 100% uptime for more than three years. Risks are reduced and there are fewer reported IT problems between the poison centers. Today, Vintage IT Services individually supports the regional centers (each the size of a small doctor's office), as well as the entire Texas Poison Control Network.