

Strengthening safety and scalability for a growing healthcare community





As one of the region's most vital healthcare providers, Royal Victoria Regional Health Centre (RVH) continues to evolve to meet the needs of a rapidly growing population.

With thousands of staff and increasing patient volumes, RVH recognized an important opportunity: to modernize its security infrastructure and create a more connected, scalable, and resilient environment for the future.

Rather than simply upgrading existing systems, RVH took a forward-looking approach—seeking a solution that would support long-term growth, improve operational efficiency, and enhance the safety experience for staff, patients, and visitors alike.

That vision led to a strategic partnership with Convergent.

A collaborative approach to modernization

Working closely with RVH, Convergent designed and delivered a comprehensive, flexible security solution that aligned with the hospital's evolving needs.

From the outset, the project was defined by collaboration, adaptability, and a shared commitment to excellence. Large on-site teams worked efficiently to accelerate deployment timelines, ensuring minimal disruption to hospital operations while delivering meaningful progress.

Key components of the transformation included:

- Open, scalable architecture enabling long-term flexibility and future expansion
- Unified security platform combining video and access control into a streamlined interface
- Seamless system integration with existing healthcare technologies
- Embedded on-site support to ensure reliability, uptime, and ongoing optimization
- Agile implementation approach to adapt to evolving operational priorities

RVH: at a glance

- Location: Barrie, Ontario, Canada
- Designation: Level III trauma center
- Service area: Simcoe Muskoka region, including year-round residents and seasonal visitors
- User base: 6,000 staff requiring access credentials
- Growth: Rapid population expansion and increased patient volumes

“At peak, we had 25 to 30 technicians on site, with teams working days and nights and even staying locally just to get the job done. It was all hands on deck, and that level of commitment showed exactly what Convergent is capable of when we put the right resources behind a project.”

— Andrew Bell,
Director of Emergency
Management,
Safety and Security



Delivering measurable impact

Today, RVH benefits from a modern, integrated security foundation that supports both day-to-day operations and long-term strategic growth.

Key outcomes include:

- Greater system **reliability**
- Consistent performance supports uninterrupted operations across the facility
- **Improved visibility** and response
- Enhanced situational awareness enables faster, more informed decision-making
- Increased **operational efficiency**
- Unified systems simplify workflows and **reduce administrative burden**
- **Time savings** at scale
- Automated processes streamlined credential management for thousands of staff
- Stronger long-term flexibility
- **Open architecture** allows the system to evolve alongside RVH's future needs

Built for growth, driven by partnership

As RVH continues to expand its services and facilities, its security infrastructure is already positioned to scale with it. The partnership with Convergent extends beyond implementation, providing ongoing support and continuous improvement aligned with RVH's mission.

This collaboration demonstrates how healthcare organizations can successfully modernize critical systems—not only to improve operations today, but to build a foundation for tomorrow.

By the numbers

- 460-bed regional healthcare facility
- 6,000 staff supported within the system
- 60+ workstations across the campus
- Large-scale on-site deployment team accelerating delivery



Looking ahead

Through its partnership with Convergent, RVH has taken an important step forward in creating a safer, more connected healthcare environment.

Together, they have built more than a system—they've built a scalable platform for continued innovation, resilience, and exceptional patient care.

Effective security and safety is a multi-layered approach involving people, processes, and technologies. Convergent-provided products and services are only one part of this multi-layered approach, will not detect or prevent all threats or solve every risk, and should not be your sole method of security or safety. Please see the "IMPORTANT PRODUCT SAFETY AND SERVICE INFORMATION" documentation, available at [convergent.com/terms](https://www.convergent.com/terms), prior to using a Convergent-installed system

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