



Case Study | The Harris Center for MH and IDD

Advanced Access Control Systems: MCA Enhances Security for Healthcare Facilities with High Visitor Traffic

OVERVIEW

Delivering Comprehensive Mental Health and IDD Services

Located in Texas, The Harris Center for Mental Health and Intellectual and Developmental Disabilities (IDD) is committed to delivering high-quality, efficient, and accessible services.

As the largest provider in the region, they offer a wide range of support to individuals with behavioral health and developmental challenges, ensuring they live with dignity and actively participate and contribute to their community.

The Harris Center champions inclusivity, offering services regardless of a patient's financial

situation, race, color, sex, national origin, disability, religion, age, sexual orientation, or gender identity.

Supported by robust local, state, and federal partnerships, The Harris Center annually delivers over a million services across Harris County, addressing the needs of its most vulnerable populations.

Their dedication to high-quality care and strong community connections fosters a resilient Harris County, enhancing the safety net and overall community well-being.



Integrated Access Control Systems with Remote and On-Site Support

Utilizing MCA's SecurePlan and Sentry Applications for Healthcare Security

Integrated Devices and Software

Improved Device Management

Expanded Situational Awareness

Decreased IT Response Times

Reliable Remote Technical Support

Improved Security Documentation



SecurePlan™ SENTRY



Access Controls:
Systems and Devices



Managed Services:
MCA's SecurePlan²⁴



Software Applications:
MCA Sentry

"The selection process was a multi-disciplined task team that helped articulate our list of needs. Simply put, MCA was able to meet our needs by offering a solution that allowed for integration with other security related platforms while also leveraging IT infrastructure to help control cost." — **Sean McFarland**, Security Supervisor, The Harris Center

CHALLENGE

Ensuring Robust Security Across Expansive Healthcare Facilities

For over 50 years the center has diligently served the mental health needs of Harris County — one of the state's swiftest-growing counties — and its residents.

With an extensive network that includes a 24-hour crisis center, a multi-story parking facility, a twelve-story headquarters, two primary facilities, three outpatient facilities, 28 additional service locations, and 47 school-based programs, the center faces formidable security challenges

The center's mission to serve a diverse and vulnerable demographic, including individuals with mental illness, substance abuse issues, and intellectual or developmental disabilities, underscores the critical need for robust security measures.

Many of these individuals are children, heightening the urgency for safeguarding measures.

Three main factors compound the center's security challenges:

- **High Traffic Volumes:** The center handles thousands of visitors monthly, necessitating a security system that can manage high traffic without compromising safety.
- **Geographical Spread:** Operating numerous facilities across the broader Houston area, including some that are staffed 24/7, poses logistical challenges in maintaining consistent security protocols across all locations.
- **Outdated Access Control Systems:** The existing access control infrastructure is not only aged but also malfunctioning, with many components beyond repair and some nearing a total breakdown. This outdated system threatens the integrity of security across the center's facilities, putting staff, patients, and sensitive areas at risk of unauthorized access.

Addressing these challenges is critical for The Harris Center as it strives to provide a safe, secure environment conducive to healing and support for its patients and staff.

SOLUTION

Advanced and Scalable Access Control Systems

Understanding the need for a unified and adaptable security solution, The Harris Center turned to Knight Security, acquired by MCA in 2022, to overhaul their outdated access control systems. The center sought a solution that not only met their current needs but also offered the flexibility to scale and evolve with their future expansions.

MCA, in partnership with LenelS2, a leader in advanced security solutions, conducted a comprehensive security evaluation to develop a customized plan tailored to the center's unique challenges. This long-standing partnership has consistently delivered robust and reliable security systems, making it an ideal choice for addressing the intricate needs of a large healthcare provider.

To enhance their security framework, The Harris Center opted for MCA's SecurePlan²⁴ service. This subscription-based solution provides 24/7 remote monitoring and technical support, ensuring continuous protection for the center's facilities and peace of mind for staff and patients alike. This proactive approach allows the center to maintain stringent security measures across its many locations, safeguarding vulnerable populations and sensitive areas with state-of-the-art technology that is ready to grow with the organization's needs.

RESULTS

Enhanced Security and Streamlined Operations

MCA worked closely with The Harris Center's security team to elevate the standard of operational security while efficiently managing costs. Through our SecurePlan²⁴™ service, we provided continuous monitoring and robust support, ensuring rapid response times and round-the-clock system reliability.

This service includes a commitment to a four-hour response window for urgent service needs, ensuring that any issues are addressed swiftly. Additionally, our comprehensive SecurePlan™ covers all other aspects of customer service, blending resilience with cost-effectiveness to enhance security across the entire organization.

A key component of our service is the Sentry System Health Monitoring platform, which continuously oversees the status, activity, and performance of all IP-based security devices within the network. This proactive monitoring not only simplifies the management of system health by making it more transparent but also accelerates issue resolution, reduces risks, and promotes more effective operational management, ensuring that The Harris Center maintains a secure and responsive environment for its staff and those under its care.



"Personable staff, quality installation and willingness to work within a reasonable time table are qualities that are appreciated, as such, I endorse MCA and would recommend their services. I have found MCA to be a very useful, value-added service. It is reassuring to know that equipment malfunctions are protected and serviced within a reasonable time frame."

Sean McFarland





BENEFITS

Enhanced Access Control and Streamlined Management

Our solution provides a unified and seamlessly integrated access control system that leverages The Harris Center's current security investments and IT infrastructure. This integration effectively manages costs while providing the scalability necessary for future expansions.

Key Benefits Include:

- **Streamlined access control** across all sites, managed through an intuitive, user-friendly interface that simplifies operations.
- **Enhanced visitor management** capabilities, including the issuance of visitor badges with programmed expiration times, enhancing security and visitor tracking.
- **Customizable control settings** that increase operational efficiency and reduce costs, such as the ability to secure specific doors after office hours or manage remote access gates via web-based profiles.
- **Flexible Service Level Agreements (SLAs)** tailored to meet the unique needs of different locations, ensuring optimal security without compromising budget constraints.
- **MCA's commitment to excellence** in customer service, featuring responsive support and a solutions-oriented approach that ensures issues are addressed promptly and effectively.

Together, these features ensure that The Harris Center maintains a secure, efficient, and adaptable access control system that supports their mission while protecting their staff, patients, and facilities.

OUR PROJECT PARTNER

LenelS2 Security is an independent manufacturer of IP-based physical security and video management systems that create a powerful, cost effective way to protect people, property and assets. Providing unmatched reliability and a 100% web browser delivered user experience, LenelS2 products are the physical security management systems of choice for Fortune 500, education, healthcare, manufacturing and government customers around the world.

OUR SECURITY TEAM

MCA provides comprehensive security solutions tailored to the needs of both private enterprises and public institutions. Our offerings include video surveillance, access control, and detection systems, all integrated to enhance safety, protect assets, and increase productivity. With in-house IT experts skilled in everything from system integration to network security, MCA is equipped to handle security challenges on both a local and national scale. Whether it's implementing state-of-the-art surveillance or managing access to secure areas, MCA is dedicated to ensuring your organization's security and operational efficiency.

MCA | Your trusted advisor for a safe, secure, and efficient workplace.



Whether you're operating a small business or a global enterprise, LenelS2's security access control systems support your evolving needs in the ever-changing security landscape

About MCA

MCA is one of the largest and most trusted technology integrators in the United States, offering world-class voice, data, and security solutions that enhance the quality, safety, and productivity of customers, operations, and lives.

More than 65,000 customers trust MCA to provide carefully researched solutions for a safe, secure, and more efficient workplace. As your trusted advisor, we reduce the time and effort needed to research, install, and maintain the right solutions to make your workplace better.

Our team of certified professionals across the United States deliver a full suite of reliable technologies with a service-first approach. The MCA advantage is our extensive service portfolio to support the solution life-cycle from start to finish.

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The MCA logo is displayed in a large, white, sans-serif font. The letter 'C' is stylized with a blue circular graphic element inside it, resembling a signal or a network node. The background of the entire page is a dark blue gradient with abstract, glowing white and light blue geometric patterns, including a complex network of lines and dots in the upper right corner.