

Reference Case Study

Secure Video Access to Neonatal Incubators

Customer and Challenge

The neonatal department operates twelve incubators for premature and critically ill newborns. Medical research and the hospital's own clinical experience confirm that **strong emotional bonding between parents and newborns is critical for the child's recovery and long-term development**. Yet, due to intensive-care rules, infection control measures, and the physical condition of mothers, direct visits to the incubators are often limited or impossible.

The hospital needed a video solution that was both medically safe and technically robust:

- Extremely lightweight equipment on or near the incubator.
- Excellent image quality in deliberately dimmed lighting.
- Precise control over who can view which incubator and when.



Customer:

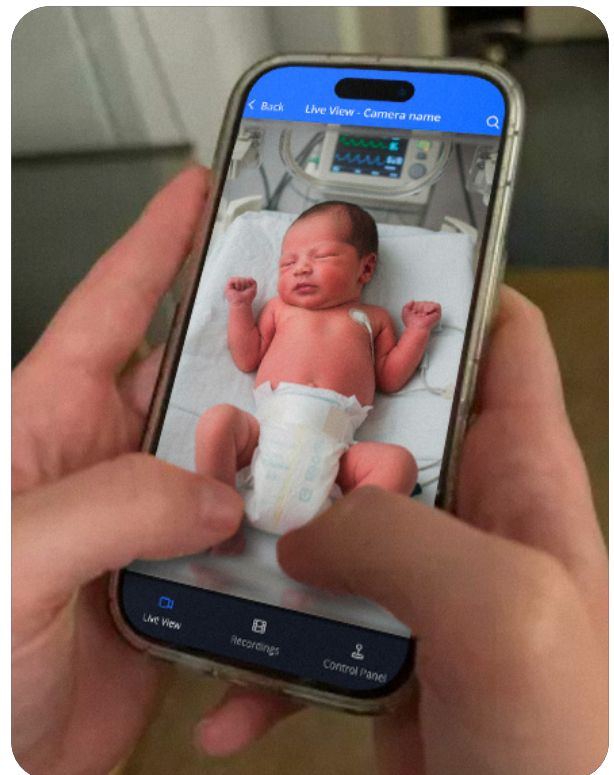
Olomouc University Hospital –
Neonatal Department

Partner:

NetRex, Axis reseller and
Technology Integration Partner

Sector:

Healthcare / Neonatal intensive
care



Solution – Axis Cameras on the Survilla Cloud Platform

After a successful pilot, all twelve incubators were equipped with **Axis P1214-E** network cameras and connected directly to the **Survilla cloud VMS**, delivered by NetRex.

Technology Used

Axis P1214-E cameras mounted on special brackets above the incubator glass. Their low weight and compact form factor allow medical staff to manipulate incubators without constraints, while still delivering high-quality video even in strongly dimmed light.

Direct camera-to-cloud connection to the Survilla Cloud – no local servers or complex IT infrastructure in the hospital. **Web and mobile access** through an intuitive browser interface and a mobile application, allowing families to connect via tablets, smartphones, or PCs.

Access Security and Privacy

Because the solution operates in a clinical environment and involves sensitive patient data, access security was a key design principle.

Survilla's architecture supports extensive user management and secure regional hosting, which makes it suitable for healthcare deployments where reliability and data protection are non-negotiable.

End User Friendly

The final users of the system are not technical staff; they are parents and



relatives, often under great emotional stress. The solution therefore had to be extremely easy to use.

This demonstrates a key strength of Survilla: even when the underlying security and access control are complex, the end-user experience remains simple and welcoming.



Outcomes

With the solution in place, Olomouc University Hospital became the first healthcare facility in the Czech Republic to provide secure, real-time visual access from neonatal incubators to families at home and in other hospital wards. After this success NetRex installed solutions in other well-known hospitals as Masaryk Hospital in Ústí nad Labem, Motol University Hospital (Prague), U Apolináře Maternity Hospital (General University Hospital in Prague) and others.

This case demonstrates that Survilla can be trusted even in highly sensitive environments such as neonatal intensive care. It combines strict access control and data protection with an extremely user-friendly interface for the general public, while enabling Axis partners to build branded, recurring-revenue services in the healthcare sector.



Partner testimonial:

„The system based on Axis cameras and the Survilla (NetRex) platform has been received very positively by families. Parents highly value that they can see their child every day with their own eyes, which significantly strengthens their mutual bond.“

MUDr. Lumír Kantor, Ph.D.

Head of Neonatal Department,
Olomouc University Hospital

Built on the Survilla White-Label Platform

NetRex uses Survilla to provide the customer with cloud VMS services.

Survilla is a white-label camera cloud (VSaaS). Partners can run the cloud solution under their own brand, just as NetRex does – with their logo, domain, and tailored service names – while Survilla provides the underlying cloud VMS, Axis camera integration, and operational reliability.

Survilla is designed specifically for Axis cameras and has been in operation for over 15 years, hosting more than 10,000 cameras worldwide.

Benefits for Survilla partners

Partners using Survilla can provide their customers with branded cloud service, just as NetRex does.

- Offering services tailored to the needs of a partner's customer base.
- Drive long term recurring profit.
- Building close relationships with customers.

Survilla enables partners to run their own cloud VMS without the investment into developing and operating it themselves.

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