Star2Star COMMUNICATIONS

Case Study
AssistedCare



AssistedCare is a provider of community health, home health, and in-home care. The company operates five locations in and around Leland, North Carolina, and they operated additional facilities in the area until they consolidated several.

The Problem:

AssistedCare was dependent on several different aging telephone systems that lacked the features of more modern solutions. Because of the limitations of their technology, AssistedCare was forced to operate an entirely separate system at each of their locations. This was unwieldy and expensive.



The Solution:

Because AssistedCare was in no immediate rush, they were able to take their time and carefully select the option that was best for them. They consulted with their long-term phone service provider, Teleco of Wilmington, throughout the process. AssistedCare was very interested in upgrading to a voice over Internet protocol, or VoIP, solution, but they couldn't find one that worked for them. According to John Thomas, "We'd looked off and on for three or four years. At the time, the options weren't all that appealing."

Mr. Thomas' mind was changed when AssistedCare was presented with a Hybrid Cloud Communications Solution from Star2Star Communications. "Star2Star was more along the lines of what we were looking for. We were impressed by what (Star2Star) did. After looking at it and seeing what it could do, we wanted to give it a go."

The Results:

Star2Star was able to resolve the issues that AssistedCare had been having. Star2Star was able to unify all of AssistedCare's locations on one account that can be managed from a single location. "One central phone system that we could manage centrally was very appealing."

Star2Star's many advanced features have also helped revolutionize how AssistedCare communicates. "We use StarFax™ Classic in 2 or 3 locations because it made sense to do that. It's nice to have a local fax number, and it's nice to be able to redirect faxes to an email. We want to add StarFax™ Classic to at least one more location."

AssistedCare has been a Star2Star customer for several years now, and the company has been very happy with their service. "Everything's gone well. We have had no issue with (the system)."

Benefits of Star2Star For Assisted Living Facilities:

Savings: Star2Star users save up to 50% on their monthly phone bills. Companies that operate multiple locations typically see the greatest savings.

Key System Emulation: Star2Star can mimic how key systems work, making it easier and faster for employees and residents to learn how to operate their phone.

Number Porting: Residents can port their residential number to their new home, meaning they and their families don't have to learn a new one.

Revenue Source: Assisted living facilities can provide phone service to their residents and bill them for it.

One-Button Dial: Residents can press 0 to contact the main office of the facility, easy to learn and easier to dial in case of an emergency.

Menus Available By Dialing: Residents can dial menus for daily activities, meal time sign up, and related functions, simplifying their day and minimizing their movement.

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