



## ORGANIZATION

New Age Elder Care

## INDUSTRY

Senior Home Care

## OBJECTIVES

- Streamlined communication system for in-office and field caregiving staff
- Efficient call handling for smooth interdepartmental communication
- Call recording for quality assurance in customer service
- Integrated visit verification system

## Boosting Organizational Efficiency in Elder Care

New Age Elder Care, a regional provider of high quality, personalized senior care services needed to improve its operational efficiency. With 25 office employees distributed between two locations, 700+ field care givers, as well as its base of 850 customers to manage, the organization needed a communications system that would integrate with its existing technology infrastructure and facilitate easy, seamless collaboration.

With the business rapidly growing, New Age Elder Care needed to support its expanding operations, ensure seamless voice communications between its two locations and connect its several departments. With all teams relying heavily on phone calls to communicate and collaborate, from customer service to billing and staff management, a robust and reliable phone system was a non-negotiable for the organization.

1. New Age Elder Care needed a phone system that would enable its two locations to communicate seamlessly and without added cost to the company.
2. To ensure exceptional customer service, the organization needed the ability to easily route calls to the right department, record customer conversations for quality assurance purposes and provide its growing staff with the training they needed to be successful in their work.
3. With New Age Elder Care relying on the Generations Homecare System software to ensure accurate billing and manage its growing number of caregivers, the organization needed a phone system that would integrate with the Generations Visit Verification system and enable caregivers to clock in and out through phone calls.



## RESULTS

### Unified

communication system for 2 business locations, 25 office employees, 700+ caregivers and 850+ clients.

### Effective

call routing through personal extensions, direct inward dial numbers and interactive voice response queues.

### Quality Assurance

for all customer service calls with call recording and Whisper Coaching capabilities.

### Customized Integration

with the Generations Home Care software for easy caregiver management, accurate billing and simplified compliance.

### Mobile

voice application for key team members for effective communication and collaboration on-the-go.

## Solution | S-NET's Cloud-Based Business Phone System

After a careful assessment of the organization's needs, the S-NET Communications Engineering Team determined that a cloud-based Hosted VoIP Phone System and a custom integration with the Generations Home Care software was the best technological solution for New Age Elder Care.

Connecting both of the organization's locations to the same robust, reliable, IP-based phone system simplified voice communications and enabled disparate departments to easily communicate and collaborate. Each office employee was provided with a unique extension and Direct Inward Dial (DID) number for quick and easy communication with colleagues. In addition, two Interactive Voice Response (IVR) queues were set up for the organization, enabling external callers to select the department they wished to speak with, ensuring that each call would be routed to the right personnel.

The S-NET Communications Engineering Team also provided a customized integration with the Generations Home Care software, enabling the company to easily manage its 700+ field care givers through a phone-based visit verification process, generate accurate billing reports based on hours worked and meet all state requirements for personal care services as dictated by the State of Illinois and the Illinois Department of Aging.

**About S-NET Communications.** | Founded by telecommunications industry veterans in 2006, S-NET Communications has grown from a regional provider to serving thousands of businesses nation-wide. Large enough to deliver robust, state-of-the-art cloud communications and networking solutions, but small enough to provide each client with personalized customer support, S-NET continues to maintain a client retention rate of 99%. Business services include Unified Communications as a Service (UCaaS), Contact Center as a Service (CCaaS), Secure SD-WAN, Unified Threat Management, Managed IT Services and more. For more information, visit <https://www.snetconnect.com/>.