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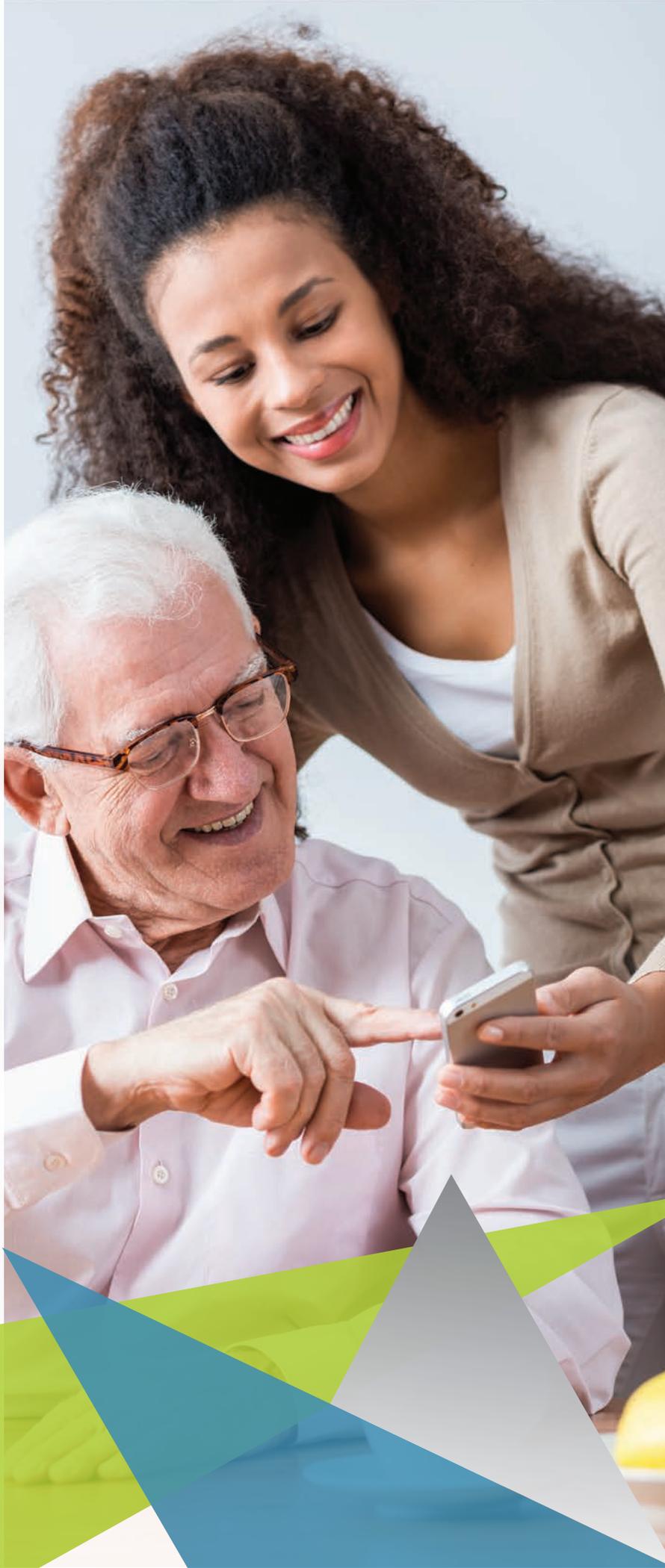
Eight Reasons to **Upgrade** the phone system in your **Senior Living** Community.

Your Residents, Staff, and Bottom Line can all benefit from upgrading to a hosted solution.

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Eight Reasons To **Upgrade** The Phone System In Your **Senior Living** Community.

8 Reasons it's time to upgrade the phone system in your Senior Living Community to a hosted solution

You Have Outgrown The System

Old premise-based phone systems have both physical and software/licensing limitations. There can be big costs and fees associated with expanding the system. Increasing the number of calls that the phone system can manage, the number of simultaneous calls it can handle at once, and the total number of user accounts that can be part of the total system can all cost.

A hosted system has none of these limitations or costs. In most cases, there is a flat-fee per month per user account, and that is all you ever pay. If you need to add or remove users, telephone numbers, or the total number of simultaneous calls the system can manage, these are easy changes. Your vendor can quickly make these changes for you, or in some cases, you can do it yourself via an internet portal.

Your Phone Bill Is Too High

New phone systems can utilize VoIP technology. Placing calls over VoIP, rather than over traditional phone lines, can be significantly less expensive. Improvements in VoIP and faster, more reliable internet options ensure that these calls are of equal or better quality than calls placed over traditional phone lines.

Your Residents and Staff Need More Features

Adding features to old systems can be expensive or not even possible. Communications and phone system technology change quickly. If your phone system is more than 10 years old it can't properly address or utilize the features of Smart Phones, Text-Based Alerts, and many other advanced technologies that didn't even exist when the system was new.

A hosted solution as a zero-refresh cycle. Because hosted systems are mostly software, with very little dependence on custom-built hardware, new features and technologies can be added by your vendor very quickly. The cost of adding these features is shared across your vendor's entire customer base, so if they do it correctly, there should be no change or upcharge to your monthly fee per user.

Your Current Phone System is an Island

New phone systems can be integrated with all kinds of other systems that are vital to the smooth and safe operation of your community. Nurse call systems, patient wander technology and emergency notifications can all be tied into a new phone system. Your residents' and staffs' mobile phones, tablets and other smart devices can also be tied into a hosted phone system to make communication from any device at any time very convenient. The same hosted phone system can provide service to both your residents and your staff. Each group can have a unique feature set, but easily communicate with each other and receive the same voice, email and text notifications that are part of a hosted solution.

Billing For Phones and Phone Services Is a Nightmare

Your hosted phone system can also tie into your billing platform if you are charging for phones and advanced features as part of your offer.

Advanced features, such as one-number, patient locator, emergency notification, wake-up, medication or meal time reminders can all integrate with a hosted phone system for easy and verifiable communications.

Emergency Calls Are Not Monitored

Unless your premise-based system was custom designed for a Senior Living environment, emergency calls to 911 service can be a big concern.

When a 911call is made from a phone that is "mapped" to a particular resident then emergency services will automatically know where to go. However, there may be no notification to your staff, who may be able to offer assistance before the first responders arrive.

Also, a call made from a common area may bring first responders to the club house or front desk with no way of knowing from which phone the call was made.

A hosted phone system tailored to the needs of Senior Living is designed to handle these important situations. Dual notification can put a 911 call through to emergency service and notify staff at the same time. When a call is placed from a common area, a hosted phone system has the ability to know from which specific phone and location the call was placed. This information can be instantly relayed to both your staff and the first responders.

Support and Maintenance are Costly Headaches

Old phone systems need maintenance. The older they are, the harder it is to get parts and find qualified service technicians. Older phone systems are complicated and there is often a fee for every change, add, or deletion made to the system. There can also be major charges for upgrades and new features.

Newer systems, specifically cloud or hosted phone systems, often eliminate all of those charges and the headaches that result from them. You pay a fixed fee-per-user each month, and nothing more. All upgrades, enhancements, and changes are included in that fee or are so easy to do that you can do-it-yourself. This lowers the Total Cost of Ownership (TCO) and lets you add or subtract users and features as you need them. Costs stay in line with growth and seasonal fluctuations in your business.

In addition, you can even get new phones for all your employees or residents included in the monthly fee if you agree to a term contract.

Bad Weather or a Power Outage Can Shut Down Your Business

Premise based phone systems need power. An extended power outage can cripple a phone system. If a natural or man-made disaster impacts your phone system for an extended period of time, your business and the safety of your residence can be severely compromised.

A hosted phone system has built in redundancy for these kinds of situations. Your employees and residents can still can get full access from laptops, tablets and cell phones. Inbound telephone numbers can be rerouted almost instantly to these devices so no one misses an inbound call. With an old style, premise-based phone system, that same task could take hours, if not days or weeks.

With a hosted phone system, your employees stay connected with your customers and business continues, no matter what the weather.

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