



# How Granite EPIK improved reliability, ensured compliance and reduced cost for a national senior healthcare leader

## Challenges

- Sites were supported by legacy PBX systems using POTS and PRI lines; customer sought to maintain this platform to reduce capital expenditure, enable continued call accounting and avoid resident need to learn new phone interfaces
- Footprint required a patchwork of carriers; fast-growing customer wanted to ensure efficiency and scalability, and reduce IT, finance administrative burdens
- Regulatory scrutiny regarding HIPAA compliance on patient medical record requests and prescriptions was increasing
- Cost of traditional POTS lines was increasing, while service quality was declining due to reduced availability and increased wait times for truck rolls
- Existing analog lines were incapable of monitoring up/down time for alarms, telephone and fax

## Solution

- **Granite EPIK** enabled a national solution, compatibility with current equipment, end-to-edge encryption on all calls and faxes, increased reliability, no capital expenditure and reduced monthly costs

## Results

- Reduced monthly telecom spend by double-digits; provided price stability and lessened administrative time required to manage multiple carriers and bills
- **Granite EPIK** allowed customer to maintain existing equipment, eliminating resident impact; amortization of devices and installation removed the requirement for one-time capital expenditure
- **Granite Managed Field Services** provided technical teams to implement a seamless 12-month rollout across all locations, including sourcing, site installations and testing
- Customer can continue use of PBX call accounting software to rebill residents accurately
- Solution eliminated dependencies on traditional POTS lines and removed the need to wait on truck rolls for repair of aging copper infrastructure; improved reliability of phone service via redundant and diverse call paths using dual 4G LTE data plans and customer-provided internet, automatic internet back-up/failover to **Granite EPIK supplied 4G LTE**, with 24-hour battery backup in case of power failure
- Ensured HIPAA compliance for medical records; fax completion rate improved from 70% with the IP-based fax solution to over 96% with **Granite EPIK**

## Customer Profile

### Industry

Healthcare

### About

- National leader in senior living and nursing support
- Services range from retirement communities to assisted living and often combine options in a single location
- More than 450 facilities across 40 states