



CASE STUDY: HELPING LOVED ONES STAY IN TOUCH THROUGH VIDEO SOLUTIONS

THE CLIENT

Senior living facility looking to provide residents with access to simple and convenient video conferencing as part of their unique amenities portfolio.

PROBLEM / CHALLENGE

Senior living facilities are challenged to address the need for simple video communication solutions. Currently there is no convenient and inexpensive way to facilitate these services. A local luxury senior home facility provided us with an example of how they help residents video conference. A family wanting to wish their family member a happy birthday were unable to visit. They were able to do it, by contacting the senior living concierge service and asking them to facilitate a Facetime session. Since the resident only had an Android device the concierge worker provided the family with her personal iPhone number so they could initiate the Facetime call. Once the Facetime was established the worker took the physical phone to the resident and held it for them while they wished her a happy birthday.

SOLUTION

Our solution provides residents and loved ones with a simple communication portal using a personal touch screen utilizing integrated cameras and Zoom enabled so residents can call loved ones with a touch of a button. Orchatect would manage Zoom accounts for all residents of a Senior Living facility as well as the business itself. Support includes managing all accounts under the community domain as well as remote error troubleshooting.

SOLUTION BENEFITS

Simplicity -Everyone is connected easily as contacts are pre-loaded to the resident's account for one click calling while loved ones are provided with the resident's Zoom profile.

Device Agnostic -Zoom works with both Apple and Android. Download one app, one time, and start unlimited conferencing.

Reduce Costs - As Zoom Certified Integrators we handle it all and your staff can go back to focusing on urgent needs and protocols.

Choice -Residents can use own device or our touchscreens.

Privacy -Residents can now communicate freely in the comfort of their own space.

