

Time sensitive with a personal touch

Sagora Assisted Living

SITUATION

Sagora Senior Living has been a respected and accredited name in senior care for decades, and has expanded their housing centers into multiple states around the country. With their growing network, they turned to SpectrumVoIP to modernize and standardize their telecommunications systems for efficiency and cost-effectiveness. Their transition was scheduled to be completed by 2020, but one center hit some complications. Well before their installation date, the Colleyville, TX location experienced a sudden and critical failure of their old, hosted PBX system.

CHALLENGE

Due to the sensitive nature of their care, keeping these systems running with minimal downtime is always crucial. They needed a rapid solution to an urgent problem, even though it was way outside their working timeline. Due to their existing relationship with SpectrumVoIP, a quick fix could be built ASAP.

SPECTRUMVOIP SOLUTION

Around 11AM, SpectrumVoIP received news that the Colleyville location had gone down. Within the hour, Operations and Management jumped into action, mobilizing the dedicated Project Manager on-site to organize installation and training staff. By 1PM, SpectrumVoIP had outbound calls up and running. By End of Day, they were able to receive calls and operate normally. From triage to mobilization, installation to training, Sagora Senior Living was up and running within 5 hours.

OUTCOME

- Oversaw total installation and training of a new location in 5 hours
- Operated on a handshake agreement before work orders or contracts were signed
- Staff was on-site within an hour to organize immediate system triage



INTRO

- 1,000+ Employees
- One of nation's Top 50 senior housing operators
- HQ in Ft. Worth, Texas with locations nationwide



“Because of the deep relationship with Sagora, Spectrum was able to jump into action immediately.”

Sagora Network Administrator