


Case Study: Redstone Highlands

Customer	Redstone Highlands Senior Living Communities Randy Thornton Mike Graft, IT Manager Tel: (724) 832-8400	<p>Testimonial</p>  <p>“The Xorcom platform gives us the ability to deploy additional extensions very quickly, saving both time and money over the prior platform.”</p> <p>- Mike Graft, IT Manager, Redstone Highlands</p>
Industry	Senior Care	
Reseller	Rob Welts, Unified Alerts Tel: 800-513-5571	
Main Challenges	<p>For corporate facilities: Get better and cheaper technical support for phone system</p> <p>For healthcare facilities: Provide phone service with better time and cost efficiencies for the families and residents of the healthcare unit</p>	
Solution Provided	For corporate facilities: 3x XR2000 and 1x XR1000 IP-PBX; For healthcare facilities: 2x XR3000 and 5 Astribanks with TwinStar and Complete Concierge for call accounting	

Overview

Redstone Highlands Senior Living Communities is a senior care organization with 3 campuses and care levels from independent apartment living through skilled nursing. There were two issues facing Redstone:

1. Healthcare Facilities - providing phone service with better time and cost efficiencies for the families and residents of the healthcare unit.
2. Corporate Facilities - Avaya’s annual cost of the existing Nortel SCS platform continued to increase with less and less available support. Additionally, user fees continued to rise as well.

Customer Requirements

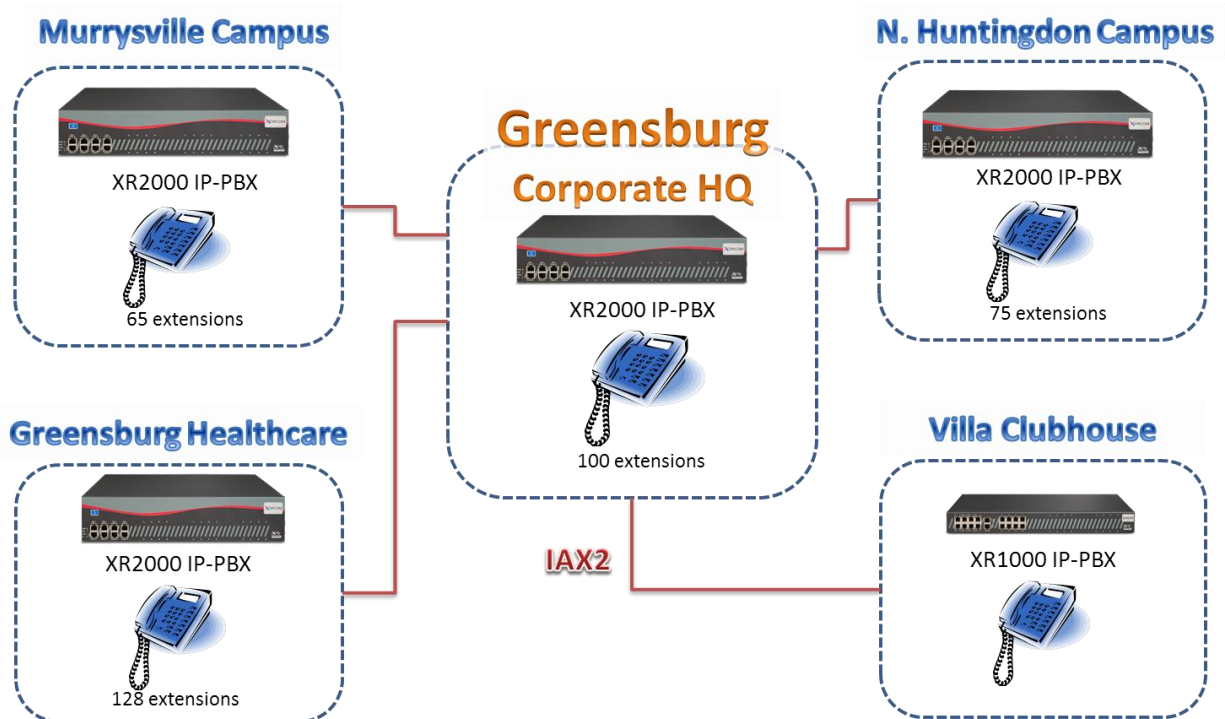
The customer wanted to improve the phone service on two levels: on the corporate level, to obtain a more flexible system with timely support and lower annual support fees; and on the healthcare level, to provide more timely and less costly phone service for the families and residents.

Proposed Solution

Corporate Facilities

Replace Nortel SCS platform with (3) XR2000 IP-PBX (one in each main campus location) and an XR1000 in the Villa Clubhouse to combat the increasing Avaya costs, (reflected in increasing per user fees) and the overall flexibility restrictions of the Nortel platform.

Corporate Facilities

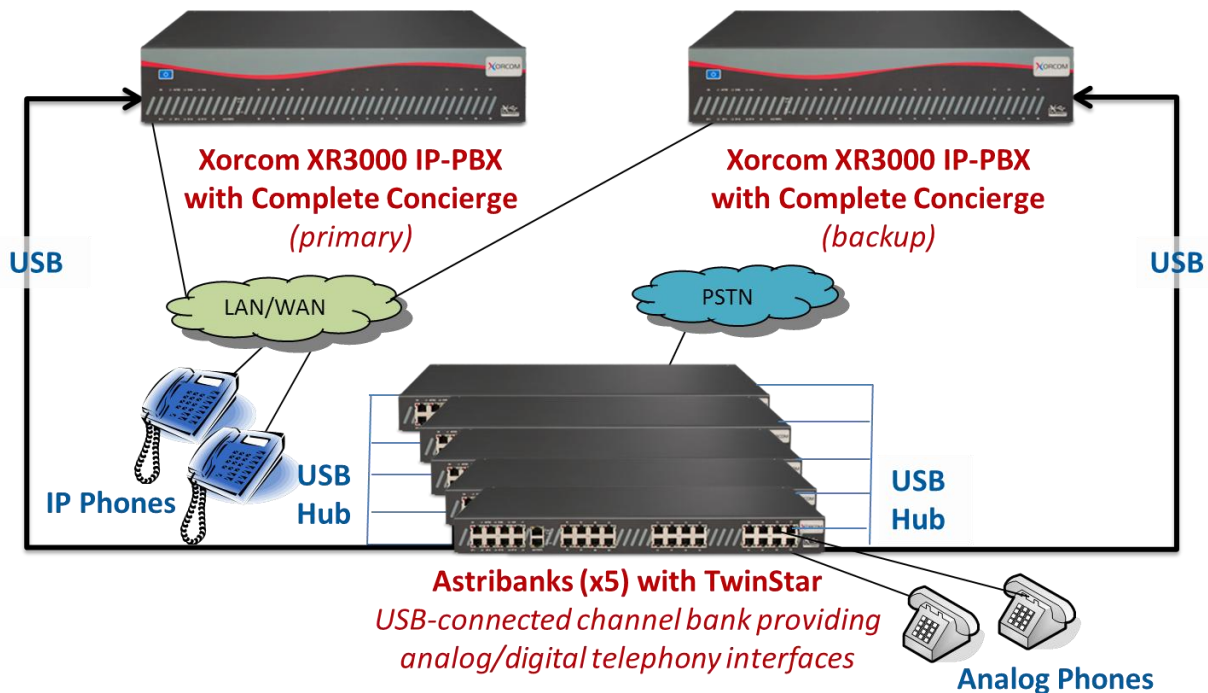


Healthcare Facilities

Xorcom XR3000 IP-PBX in a TwinStar environment for complete and automatic PBX failover, and an add-on of the Complete Concierge hospitality package, customized to work in the Redstone billing environment.

Healthcare Facilities

Greensburg



Results

Corporate facilities: Redstone was able to keep the existing Polycom phones (over 150) and existing functionality. The addition of the Xorcom system allows for SIP trunking, additional users at zero cost, and significantly lowers annual maintenance fees. All sites are connected using IAX2 for extension-to-extension dialing and multi-site use of available trunks.

Healthcare facilities: Redstone is now able to provide phone service to new residents within 48 hours, as opposed to the previous standard of two weeks! Additionally, the cost savings to the residents is substantial, and the revenue benefit to Redstone allows for the system to in essence pay for itself in a short period of time.

Conclusion

Mike Graft, IT: “The Xorcom platform gives us the ability to **deploy additional extensions very quickly**, saving both time and money over the prior platform. The user functionality is simple and straightforward. The additional flexibility of SIP trunks for cost savings coupled with **better support options** made Xorcom the simple choice for our entire telephony platform.”

Randy Thornton: “***Xorcom gives us a cost effective solution*** for both corporate and resident telephony needs. ***Having 100% of the functionality available from day one is a tremendous benefit*** that helps us satisfy our ever changing needs and assists us in applying strategic initiatives as they develop.”

About Redstone Highlands

Redstone Highlands is Westmoreland County’s oldest and largest Continuing Care Retirement Community organization with locations in Murrysville, Greensburg and North Huntingdon. Senior living accommodations include villa homes, senior apartments, personal care studios and a nursing, hospice and rehabilitation center. Redstone Highlands is a non-profit organization, led by a voluntary Board of Directors. The board is comprised of business and industry leaders who embrace Redstone’s mission of providing high quality services that meet the changing needs of people of all faiths residing within our greater communities.

For more information, please visit www.redstonehighlands.org.

About Unified Alerts

Unified Alerts tag line is “intelligent alerting solutions”. Devised around the concept of delivering solutions and not products, UA builds solutions that answer the customers’ pain points and needs, then continuously test and develop solutions for future use. The company’s experience and efforts in senior care and large multi-site operations translates to a depth of knowledge not found in organizations of its size.

For more information visit www.unifiedalerts.com

About Xorcom

Founded in 2004 and privately-held, Xorcom designs and manufactures business telephony solutions that support both traditional and VoIP communication. Xorcom solutions are easy to install and maintain, and are cost-effective since there are no per user license fees. Various utilities provide backup and restore, immediate recovery, and a full redundancy solution for the entire PBX to maximize uptime. Xorcom’s bundled solution for hospitality features the only MICROS-Fidelio certified Property Management System (PMS) interface for Asterisk. Xorcom sells its products via a worldwide distribution channel and OEM partners.

For more information, visit: www.xorcom.com.