

RESULTS



REMOTE MONITORING & MANAGEMENT

- ✓ Management portal allows the Eclipse IT team to monitor site activity.
- ✓ Management reports permit the analysis of call volumes and marketing programs.

COST REDUCTION

- ✓ 30% reduction in operating costs. Leveraging existing bandwidth allowed us to route voice traffic over the Internet and eliminate analog lines.
- ✓ Reduction in repair costs. Because the system is cloud-based, all management is performed remotely.

PERSONAL BENEFITS

- ✓ Employees were able to work effectively from home during the COVID-19 pandemic.
- ✓ Residents were able to continue using their existing phones.

THE SOLUTION



Crosswind combined its UCaaS and P-VoIP solutions to provide Eclipse with a cloud-based system that allowed the management company to remotely monitor and manage its sites.

- ✓ We installed Yealink SIP phones in areas where CAT5 or CAT6 cable was available. We used a single cable for both phones and computers, where available.
- ✓ We installed analog phones in areas where CAT6 cabling was unavailable and routed those calls over the Internet in addition to utilizing our P-VoIP solution.
- ✓ We leveraged Wi-Fi SIP phones or DECT phones in areas that lacked cabling.
- ✓ We integrated existing paging into the Crosswind platform to enable facility paging.
- ✓ Our professional installation team installed the equipment, tested it, and trained the users on the new system.

Crosswind is the only world-class, unified communications provider dedicated to empowering small and mid-sized businesses to connect faster and work smarter, anywhere on any device.



Remote Communications Monitoring and Management of Eclipse Senior Living Retirement Communities Sites

SUMMARY

Crosswind installed new phone systems that allow Eclipse Senior Living management to remotely monitor and manage their facilities' communications while lowering costs.

THE PROBLEM

Eclipse Senior Living manages retirement communities throughout the United States. A key objective is to reduce operating costs while maintaining a high standard of living for the residents.

Telephone carriers are trying to eliminate analog phone lines, which is driving up the costs of these lines. Prices are now double or triple what they were just a few years ago. In addition to expensive older phone systems, Eclipse Senior Living faced these challenges:



The systems were approaching their end of life and repairing them and finding parts was increasingly difficult.



The Eclipse team had no visibility into the sites to repair or maintain the systems themselves.



Reporting capability was completely lacking.



Cabling infrastructure at their facilities is fractured and outdated, and capital funds were insufficient for an upgrade.



Residents were reluctant to learn how to use a new phone.



Changing to Crosswind was the best decision. Wonderful team, seamless nationwide installations, and feature-rich system with backup hard lines that work during Internet outages. Don't hesitate to switch!



— Robert Cole, Director Of Infrastructure
Eclipse Senior Living

