

Retirement Care

Retirement & Long Term Care Homes

As a Retirement Care Provider, knowing the dynamics & needs of your guests/patients is critical. Making their stay comfortable by offering the right mix of services in a timely, efficient manner is important. Whether you are charging for telephone calls, monitoring guest, patient or staff phone usage, or producing call traffic analytics, you need a 'set it and forget it' solution.

You also need a solution that notifies you when a 911 call is placed so that when help arrives you can tell them exactly where they need to go. Most systems only notify you after the 911 call was terminated, and emergency vehicles are already onsite. This could make finding and assisting emergency personnel and the distressed person very difficult. Keeping your guests, patients and staff safe and informed of any emergency situations is imperative.

The Genesis Solution:

- ✓ Respond immediately to staff or guests in distress, without delay
- ✓ Direct emergency services to the correct room, floor or location
- ✓ Allocate phone charges to their sources
- ✓ Generate revenue with flexible surcharge and markup benchmarks
- ✓ Integrate call charges into your existing billing system
- ✓ Monitor user activity and be notified in extended periods of no usage
- ✓ Identify traffic trends and usage patterns by hour, day, week, month & year
- ✓ Determine if you have enough front desk and administrative staff
- ✓ Make & schedule telephone programming changes to your phone system
- ✓ All of this and much more, from any smart device or computer



Genesis, the Simple, Reliable Choice. Eliminate the need for lengthy and expensive training programs. Genesis knows and will let you know if there is a problem with your system.

Genesis allows you to do all this and more from anywhere on or off site. Genesis software comes standard with both client and web-based interfaces, and you can even allow limited access for users that only need to use certain features. Genesis comes with automatic reports that send you the critical information you need when it matters most. All Genesis solutions can be virtualized, accessed from the cloud, or housed on your own equipment.



Specializing in Telemanagement
Solutions Since 1984.

Solutions

- Call Accounting & Tracking
- Real-time Analytics Dash
- Customizable Hotel App
- Traffic Analysis
- Switch Management
- Contact Center Monitoring
- Emergency Notifications
- PSAP Control

Contact Us



Sales: 888-993-2288
Support: 604-530-9348



sales@buygenesis.com
support@buygenesis.com



www.buygenesis.com