



Company Name: St. Andrews

Business Type: Senior Living Facilities

Solution: Staff and Multi-Tenant Communications

Company Profile

St. Andrews provides seniors with private and secure living solutions that promote each resident's independence, while assisting them with the help they need. The company has 18 communities serving over 5,000 residents and 1,500 staff members.

Problem

The company had a mix of out-dated phone equipment for their voice communications at all their locations and onsite file servers that managed marketing and customer content. They were looking to upgrade their current systems to provide a more efficient and uniform way for their staff to communicate with each other as well as with their residents. Additionally, they were looking for ways to itemize billing for residents.

Solution

PanTerra delivered St. Andrews a cloud-based solution that provides staff with secure, real-time communications across all offices and a centralized content management system that allows for files to be shared between offices. In addition, the PanTerra solution enables St. Andrews to provide personal voice services for each of their residents.

Benefits

By leveraging the PanTerra solution, St. Andrews was able to streamline their communications infrastructure, thereby reducing their monthly costs and improving staff productivity. Offering their residents dedicated voice services allows for their clients to reduce individual costs by over 40% and creates a new profit center for St. Andrews by allowing them to bill and provision new/existing residents for their voice communications as part of their monthly rent.

Features Used:

- ❖ Unlimited Calling
- ❖ Real-time Presence
- ❖ Instant Message
- ❖ Web Meeting
- ❖ File Sharing
- ❖ Storage
- ❖ Extension-to-Extension Dialing
- ❖ Multiple Location Billing



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