IP PATHWAYS

Case Study of

Dial Senior Living



DIAL SENIOR LIVING

Dial Senior Living, founded in 1959, is a management company that owns and operates over 20 retirement communities across the United States. Based out of Omaha, Nebraska, the organization provides seniors with the living options they need to enjoy their lives without having to worry about maintenance issues, housekeeping matters, or security. Dial Senior Living is committed to giving its residents compassionate care and quality accommodations in a beautiful, comfortable environment that is stress-free and family-oriented.

The Challenge

Dial Senior Living needed to provide system support for their corporations, communities, and residents, but they had outgrown their previous IT solution provider. As the company was expanding, their systems were experiencing substantial performance issues with end-user computing and connectivity. They were seeking a larger, more robust solution. Dial staff knew they needed a provider to grow alongside them and help their systems scale effectively and efficiently. They wanted to “lift and shift” their entire infrastructure to IP Pathways’ AdaptiveCloud™ platform, but they weren’t sure on specifics (e.g., how many virtual machines to include, how much compute power was necessary, how much data they needed, and so on). To make things easier, they wanted an outside expert to guide them through the modernization process and help them identify what types of solutions would be the most simple and effective for their unique situation.

- Larger, more robust solution
- Systems that would scale effectively
- Shift to an AdaptiveCloud platform

Our Solution



IP Pathways initially placed an AdaptiveIT technical expert on-site to assess Dial's design and architecture to identify what upgrades were necessary to keep up with their day-to-day operations. We discovered that their infrastructure was outdated, and they were using remote desktop functionality to get to their data center. This was consuming a large portion of their bandwidth at each facility. We provided a Virtual desktop infrastructure (VDI) solution to improve Dial desktop performance and minimize the bandwidth required from each location. To provide secure services we were able to integrate our Managed Firewall as a Service with the VDI platform and relieve the burden of that piece of security from the Dial team.

Next, we moved all of Dial's infrastructure to our data center. Because they didn't have a data center of their own, we leveraged ours as a way to maintain all their infrastructure needs. We used VMware View for Dial's VDI platform and coupled it with our AdaptiveCloud platform. Combining these two solutions enabled us to grow Dial's infrastructure without purchasing new hardware. As the organization acquired additional properties, their systems were able to keep pace, which helped speed up their rollout process.

Dial Senior Living wanted to establish IT best practices across their facilities. **Our AdaptiveIT expert worked with their staff to create a multi-tier plan that would help keep them consistent in terms of the hardware they were using within each facility.** We also performed a software consolidation to reduce the number of applications they were using. This created ease of management for the staff.

Lisa Moes, Director of Corporate Initiatives at Dial Senior Living, said, "If we look back on where we started, we've definitely come a long way. We've made great strides, and we're becoming more agile in our system performance. During one of our last construction projects, which just started

Continued on page 3



Technology & Managed Services

- **AdaptiveIT on-site technical expert**
- **Firewall as a Service**
- **VDI as a Service**
- **VMware View**
- **Data Center Services**
- **24x7x365 Help Desk Support**

> “We’ve made great strides, and we’re becoming more agile in our system performance.”
>
> - Lisa Moes,
> Director of Corporate Initiatives

taking residents, we got some feedback from operations that it was one of the smoothest transitions in onboarding that we’ve handled thus far, so kudos to IP Pathways for being a huge part of that.”

In the spring of 2020, when COVID-19 hit, retirement communities across the country went into lockdown. Dial had a resident population that was now confined to their rooms, and they needed to keep those residents connected to their loved ones virtually. Each facility saw a significant spike in internet usage. During the same time, many of Dial’s employees started to work remotely. The company wanted a flexible solution to ensure their systems could accommodate these changes. **IP Pathways helped upgrade their infrastructure by increasing internet speeds and enhancing overall system performance.** Now Dial’s residents can stay connected to their loved ones without experiencing interruptions or delays, and employees can work remotely without issue.

Dial Senior Living plans to continue its partnership with IP Pathways on numerous future projects. “Communication has been key to the success in our partnership with IP Pathways,” Lisa said. “We have established monthly strategy meetings together and we’re constantly having discussions with IP Pathways to help us determine which direction our business needs to be heading, tech-wise. I don’t see that changing anytime soon.”





The IP Pathways Advantage

As part of our “customer first” approach, we invest all our time and energy into providing tailored solutions to meet our clients’ needs. At IP Pathways, it’s not just training, project planning, and implementation that are important—we also support our customers after deployment 24x7x365.

We partner with other companies to offer technical support and a variety of cloud and managed services, including:

- Cloud and On-prem Services
- Advanced Security Products
- Disaster Recovery and Backup
- Data Center Solutions