ACCUSHIELD PARTNERS WITH PEAK TECHNOLOGIES TO DEPLOY AND SUPPORT A MOBILE SOLUTION USED FOR SECURE CHECK-IN KIOSKS ACROSS 1000+ NORTH AMERICAN LOCATIONS

CASE STUDY

ABOUT THE COMPANY

Safety and security are increasing concerns in senior living communities. Ensuring a safer environment requires trackable data and real-time screening. Accushield provides a superior level of security through an innovative sign-in and credentialing kiosk. Criminal background checks, liability insurance, immunizations and other data are captured in the system to accurately authenticate each visitor and provide an additional layer of protection for residents and staff.

BUSINESS CHALLENGE

The majority of senior living communities use paper logbooks to check-in visitors. This poses a serious security risk to both residents and staff and can even lead to theft of prescription drugs. Recognizing a need in the senior living community to replace the outdated sign-in system, Accushield created a touchscreen, badge-printing system to automate the check-in process. The device is preconfigured with the credentials of all third-party healthcare providers and other vendors working in the facility. Each visitor must be authenticated by the system prior to entry. In addition, the system can aggregate visitor data and provide dashboards through a cloud-based portal that facility managers can use to help better run their communities.

Accushield has seen a significant increase in product demand over the past few years. Less than three years ago Accushield kiosks were used in about 20 retirement communities in just a few markets. Today, they are deployed in over 1125 communities in 47 states as demand continues to grow for this technology. Accushield partners with leading mobile service and printer companies for integration of

INDUSTRY:
Healthcare

BUSINESS CHALLENGE:
Managing secure check-in kiosks using mobile devices in over 1125 different locations

FEATURED SERVICES:
Managed services including staging, kitting, mobile device management (MDM) and help desk

KEY BENEFITS:
Faster deployment of mobile check-ins. Mobile devices arrive ready to work out of the box. Ongoing support keeps devices running as they should. Repair services minimize downtime of mobile check-in kiosks.

its proprietary software into communication and hardware devices. Initially, the company chose to manage its own product staging, kitting, fulfillment, returns and customer service (help desk). However, the sudden and rapid product demand made order processing a challenge.

"As a software development company, our core competency is to create solutions for our customers to enhance their safety and security," said Lever Stewart, chief operating officer, Accushield. "That's where we wanted to focus our efforts and not worry about the logistics side."

THE SOLUTION

The large volume of orders Accushield was experiencing led them to seek out a partner who could manage logistics and help desk services to ensure its customers received the highest level of support.

Accushield was referred to Peak by Sprint, its mobile service provider. Peak is a Sprint platinum partner and delivers end-to-end supply chain, mobile workforce and retail solutions for business-critical applications. After learning about the company's challenges, Peak proposed a customized turnkey logistics and customer service solution to execute Accushield's mobile deployment requirements.

Following the receipt of an order for an Accushield kiosk, Peak stages the mobile device, installs the application software and configures it to the customer's exact specifications. Peak then performs a series of quality assurance tests to ensure the device is ready to deploy right out of the box. Orders that are placed before 2 p.m. can be shipped the same day, which was impossible when Accushield was managing its own orders.

Peak also provides first and second-tier technical support for the devices. If a kiosk becomes inoperable in the field, Peak can remotely reboot the device, reload the software or reset the operating system. If a device cannot be repaired remotely, Peak handles the returns processing and can quickly redeploy the kiosk to the customer.

"Peak's next-level staging, deployment and help desk services has allowed Accushield to pass on a higher level of service, safety and security to its customers," said Billy Lawder, senior vice president of operations, Peak. "By leveraging our enterprise-grade processes and scalability, Accushield is able to focus on what it does best – develop and deliver a premium EVV (Electronic Visit Verification) experience to its customers."

BENEFITS AND RESULTS

Accushield realized several noteworthy benefits from outsourcing its mobile device management services to Peak. The immediate benefit was the ability to completely focus its energy on the core business of developing software to meet the safety and security needs of the senior living community. Accushield has also seen a significant increase in its overall customer service.

"Peak has been a great partner in allowing us to focus on our core business while streamlining logistics and helping us raise our service levels," said Stewart. "The chaos and stress we were experiencing has gone away and we're glad Peak is there to help solve our customers' problems."

Help desk calls are taken and responded to promptly – providing customer support during the most critical times. Orders are shipped quickly and efficiently, while returns are processed and redeployed in a timely fashion, significantly

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ACCUSHIELD CASE STUDY

minimizing loss of system times. Additionally, Peak's relationships with major shipping companies allows it to negotiate lower "bulk rates" to help Accushield save money on shipping costs.

As the Accushield business continues to grow, Peak can grow right along with the company and provide the same level of exceptional service to its customers. Because Peak offers mobile device management services to many of its clients, the company has the flexibility and scalability to add or remove resources to Accushield's program as needed.

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*- Lever Stewart,
  COO, Accushield*

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