

# Why One of the Largest Memory Care Centers in North Carolina Trusts ComTech to Keep Their Operations Running 24/7

— Durham Ridge Assisted Living —



*“Talk to them, and the difference in professionalism and knowledge will be obvious.”*  
— David Whoie, CTO

## CLIENT OVERVIEW

### Industry:

Memory Care / Assisted Living

Staff: 100+

### Locations:

4 (Headquartered in Durham, NC)

### Primary IT Goals:

- Ensure fast, responsive IT support
- Enable reliable phone and communication systems
- Protect resident data and meet HIPAA compliance
- Avoid overspending on unnecessary services

## THE SITUATION

Durham Ridge Assisted Living is one of the largest memory care facilities in North Carolina. David Whoie, the CTO, is responsible for ensuring that the facility's critical systems—eMAR, email, and phones—remain operational to deliver effective resident care and seamless communication.

*“Our eMAR system, which stands for electronic medication administration record, as well as our email and phone systems, are critical tools to taking care of our residents and running our facility.”*

That's why David made the decision to switch IT providers and choose ComTech.

*“We need an IT company that is extremely responsive and able to keep us up and running.”*

## WHEN THE WRONG TECH PARTNER COSTS YOU MORE THAN MONEY

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*“If those systems go down, it's crippling...”*

— David Whoie

- Staff can't access resident records or medication logs
- HIPAA violations risk legal penalties and lost trust
- Phones go down—no communication between locations
- Delayed support means delayed care for residents

## HOW A CHANCE VISIT SPARKED A BETTER SOLUTION



During a visit to another assisted living facility, David noticed how well their phone system worked—despite using the same hardware. They were able to intercom and page staff through the phone system, but Durham Ridge Assisted Living was not.

*“I commented that we have the same phones but didn’t have that feature set up, so I asked who they used. They said ComTech...”*

That led him to contact ComTech, where the difference was clear.

*“Everyone else just gave me a sales pitch and a quote. When I called ComTech, I actually spoke to Mike Farlow, the president of the company... Their approach was far more professional and valuable...”*



## WHY SECURITY MATTERS SO MUCH IN SENIOR CARE



In assisted living, technology doesn’t just support communication—it safeguards sensitive data like medical records and financial information. HIPAA compliance is non-negotiable.



*“I’m confident they will ensure we don’t overlook a critical security requirement... I know they’re keeping an eye on all of that for us, so I don’t have to worry about it.”*

ComTech recommended necessary upgrades without pushing extra services, keeping security high and costs controlled.

## WHAT MAKES COMTECH DIFFERENT



**Response Time of 1-Hour or Less**



**No Contracts and No Hidden Fees**



**No Geek Speak - We Speak Human**



**No Band-Aid Solutions**

## THE RESULTS: PEACE OF MIND AND TRUE PARTNERSHIP



*When we have an issue, **we’re not waiting for half the day** to hear back from someone. Just the other day I called for support and **within 10 minutes they called back** and were working on resolving the issue...*

