

Oaks Senior Living

Client Success Story



Vcpi Earns Oaks Senior Living's Trust To Lead It's Technical Future

Over a three-year relationship, vcpi has helped Oaks grow their business by delivering a dependable, high performance, secure IT network environment across all of their communities. Through their specialized tools, people, processes and unwavering commitment to site documentation and reference materials.



Vcpi provides Oaks with real-time monitoring of their network by leveraging industry standard solutions combined with vcpi's in-house developed tools. These tools enable vcpi's certified engineers to identify developing issues as well as unforeseen out of network problems and respond with rapid remediation procedures.

BACKGROUND

In 2016, CEO, Alex Salabarría, was looking to grow his family owned and operated Oaks Senior Living organization with the goal of providing high quality care to more seniors in even more locations across Georgia.

At this point in Oaks history the leadership team managed their four communities with IT infrastructure support from four different local providers. While the organization was functioning under this arrangement, Alex realized that they lacked the necessary cohesive IT structure, support and processes to securely scale the business.

In his search for a solution, Alex found vcpi. Not only did Alex see a match between Oaks' needs and vcpi's capabilities, but there was an obvious cultural fit as well. Both companies were dedicated to serving the needs of seniors and both valued their cultures of hard work, honest communication, and their employee first management style.

Because of this connection, Alex selected vcpi to design and implement the future Oaks IT infrastructure that will support his plans for expansion.

THE PARTNERSHIP

Starting with IT assessments at each Oaks location; vcpi's team captured both the technical specifications required and the needs of the various stakeholders.



To achieve what we have achieved we have to have the support of certain vendor/partners such as vcpi. One of the best decisions we have made as a company was to partner with vcpi. From your service desk team, to managed cloud services, to the proactive support of our IT networks you have enabled us to increase efficiencies on many levels and assured that our technology transitions have been successful.



- Alex Salabarría

The resulting recommendations from the comprehensive assessment included Networks, Applications, End-point Devices, Identity Access Management & User Administration, Security, Service Desk, Licensing, Disaster Recovery and more. Along with this vcpi provided a detailed project plan included budgets and schedules. Alex and the Oaks team implemented all of vcpi's recommendations and have also made vcpi's IT assessment process the standard for their organization.

Now three years later, Oaks manages 10 communities and is in the process of adding 3 more, essentially tripling in size in just 3 years. The relationship between vcpi and Oaks has been a key ingredient in enabling this growth and is seen by Alex to be an important part of Oaks future plans.

Vcpi currently provides Oaks Senior Living with a range of IT services including; 24x7x365 service desk, IT security, cloud based wireless networking (Meraki), as well as offsite data storage and backup.



We look forward to our continued partnership and hope that we can continue to educate each other in our areas of expertise, to help us continue to grow and provide the highest level of services to our residents and clients.



- Alex Salabarría

ABOUT VCPI

"You care for your residents, let us care for your IT"

Founded in 2000, vcpi is headquartered in Milwaukee, WI and is privately held by Agility Holdings, LLC. The team at vcpi helps care providers best serve their employees, residents and patients by removing technology distractions with outsourced IT support rooted in the unique world of long-term, post-acute care (LTPAC). Vcpi offers a range of services focused on LTPAC organizations including managed cloud hosting, security & access management, US based 24x7x365 service desk, IT consulting, network management and more. To learn more about vcpi please visit vcpi.com.

ABOUT OAKS SENIOR LIVING

"Creating lifestyles that engage the mind and spirit"

This family owned and operated Oaks Senior Living has been faithfully providing senior living in Georgia since 1998. The Salabarría family develop and manage assisted living, memory care, and respite care communities where seniors can live with dignity and respect. Alex, his brothers and sisters together develop their assisted living community models and invite you to "Discover what a TRUE "family-operated" community will mean for you and your loved one." To learn more about Oaks Senior Living please visit oaksseniorliving.com.