

When IT is Crucial to Everyday Operations: *How KT Connections Enables Westhills Village to Operate with Confidence*



Client Profile

Westhills Village offers choices for Independent Senior Living, Retirement Community, Assisted Living and Health Care Services in Rapid City, South Dakota. Their picturesque facility, community of care, and continuing care program ensures retirement in a community that meets and exceeds all needs.

Westhills Village's innovation and commitment to maintaining the highest standards are part of their determination to encourage meaningful and comfortable living without the forfeiting of privacy or dignity.

Location:

255 Texas St.
Rapid City, SD 57701

www.westhillsvillage.com

Some industries require their IT solutions to work, period. Westhills Village, a retirement community and care facility in Rapid City, is in one of those industries. When working from multiple facilities, unified communication and networking is an essential aspect. With the help of KT Connections, the staff at Westhills Village has ensured they are well prepared on both fronts.

Westhills Village and the Challenge at Hand

Originally founded in 1984, Westhills Village provides a lifespan community for those in need of assistance during their golden years to live in comfort and care, as well as nursing services for both residents and members of their surrounding community. The technology leveraged by Westhills Village in daily operations is absolutely crucial to their ability to function effectively. From correspondence, to billing and accounting, to the care and safety clients require, the amount and frequency of technology used by staff is substantial.

Having relied on an in-house staff and local vendors to service their needs for some time, Westhills Village first encountered KT Connections when the managed service provider won a bid to perform a server overhaul. Their need for a comprehensive strategy behind their IT management had become apparent by this time. Not only were they growing, but their staff was finding their time taken up by the company's IT support needs. Once Westhills Village was introduced to the services that KT Connections could provide, it quickly became clear that they were the right fit, and they signed a managed service agreement in October of 2013.

"I feel that there's increased efficiency in our network, and being able to interconnect with our other facilities which are not all connected to the main campus, because we have another facility across town... Just knowing that, there's peace of mind in the security over our network." -- Leah Bifulco, Chief Financial Officer

Successes

In the years since, Westhills Village has enjoyed a few considerable benefits from its healthy relationship with KT Connections. Not only have day-to-day operations become easier to manage, but there have also been specific situations in which Westhills Village has been better prepared due to the efforts of KT Connections' staff.



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About KT Connections

KT Connections is a South Dakota-based IT services company located in Rapid City. KT Connections offers comprehensive IT support and consulting to small and medium-sized businesses. Among their many offered services are security services, data services, hardware and software services, and business communication solutions. With two decades of experience, KT Connections provides each of their clients with dynamic solutions, backed by certified expert technicians. KT Connections delivers solutions that create profitable business operations.

829 Quincy Street
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ktconnections.com



Overall, Westhills Village has enjoyed improved network stability and the benefits that come with solutions that work cooperatively. If something does happen to go wrong, even outside of regular business hours, the staff at each facility knows they have someplace to turn for assistance. In the spring of 2018, Westhills Village had a weather caused system-wide outage after normal business hours. Not only was there someone from KT Connections to answer the after-hours call, the technician got in touch with the right team of people and turned what could have been a full day of downtime into a period of just three hours.

"I think they've been a really dependable group to work with, and I know we can count on them when we have trouble - or even just want to plan for upgrades and things like that in the future."

-- Jennifer Gaskins, IT Coordinator

Growth and Progress

Westhills Village has gone from leveraging 40 workstations to leveraging 120, a transition that KT Connections was able to make seamless. Furthermore, KT Connections has assisted Westhills Village in making the necessary technology expansions to accommodate this growth. One project involved installing a VoIP solution, a paging system, and the necessary network switch infrastructure when Westhills Village expanded their assisted living space and offices.

Not only was the new VoIP solution installed, secured, and configured properly, this task was accomplished in-budget and without any business interruptions.

Both Leah Bifulco, Westhills Village's Chief Financial Officer, and its IT Coordinator Jennifer Gaskins would recommend the services of KT Connections to other organizations who require assistance with their IT solutions. Citing their dependability, these two see KT Connections as a valuable resource to strategically align technology to business goals.

If you want to learn about what KT Connections could do for your business, call (605) 341-3873 today!

