

A Case Study of LeadingAge PA

LeadingAge PA

The Pennsylvania Associations of Non-Profit Homes for the Aging (LeadingAge PA) represents the interests of over 350 long-term care nursing facilities, personal care homes, housing providers and continuing care retirement communities.

LeadingAge PA's mission is to promote the interests of their members by enhancing their ability to provide quality services efficiently and effectively; and by representing their members through cooperative action.

Background

Several years ago, LeadingAge PA embarked on a mission to find a solution for their increasing technology needs. After careful review, they decided to partner with Prelude Services who provides them with a full range of IT services.

Their IT support goal was to maintain a cost-effective, stable and cutting edge technology infrastructure that satisfied the requirements of internal operations as well as ever-changing members' needs. This encompassed the need for day-to-day hardware and software support, project development and management, and advanced software solutions allowing for continued growth.

Implementation

Prelude worked with LeadingAge PA to complete the transition from having an internal, staff supported IT department to a fully outsourced partnership. Prelude provides the core technology infrastructure comprised of enterprise servers, switches and routers, data-links, data back-ups and security policies and procedures, setting the foundation of a stable operational environment. A dependable technological environment, proven core infrastructure and well-defined best practices for technology refreshes, gave LeadingAge PA a solid base to build on for day-to-day operations.

LeadingAge PA's Technology State Today

Today, LeadingAge PA has become more efficient, as all systems and agreements are now supported and in place. Due to improved interfaces between software systems, manual data entry has been reduced, resulting in increased data accuracy. Staff can focus on their business responsibilities. Additional services provided by Prelude include asset management and internal staff equipment refreshes enabling LeadingAge PA to minimize repair costs and take advantage of current software technologies. The core infrastructure that Prelude manages daily saves LeadingAge PA time and money in the effort to keep up with ever-evolving technology.

Prelude provides project management services that assist LeadingAge PA in keeping their technology projects current and implemented on time. The software applications team provides guidance and expertise in developing state of the art software solutions such as Data Dash and Salary Survey, enabling Leading Age PA to communicate regularly with their members enhancing relationships with members.

Prelude provides services to LeadingAge PA that assist them in meeting their business goals while moving forward along the technology continuum.

Bottom Line

In the words of Holly Rosini, Vice President/COO:
"Our relationship with Prelude has afforded us the time to focus on our core competencies while keeping pace with current technology to support our members' needs."