

Client Spotlight

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Company Name:
Homeland Center and
Homeland at Home

Name & Title:
Jennifer Ross
Manager of Strategy & IT

Location:
Harrisburg, PA

Industry:
Senior Care and
Health Services

Website:
HomelandCenter.org



PERSONAL + SKILLED + MEMORY + REHAB



HOSPICE + PALLIATIVE + HOMEHEALTH + HOMECARE

How IntermixIT And Homeland Center Elevate Senior Care Through Seamless Technology Solutions

Homeland, a leading provider in senior care, has a long-standing history of trust and care in the communities they serve. However, as the organization grew and technology became an integral part of daily operations, the demands on their IT infrastructure increased. Jennifer Ross, the Manager of Strategy & IT at Homeland Center, found herself at the forefront of these challenges. The solution? A collaborative IT partnership with IntermixIT that has allowed Homeland to seamlessly integrate advanced technology solutions while ensuring the highest quality of care for its residents, patients, and clients.

Challenges

Founded in 1867, Homeland has evolved over the years to provide comprehensive senior care services, including a Continuing Care Retirement Community and the outreach services of Homeland at Home with hospice, home health, home care, and palliative care services. However, with the rise in technology use across all sectors of senior care, Homeland faced growing IT demands. Jennifer Ross recalls, "Even back when I first joined Homeland Center in the Development Office in 2014, a lot of things were still done on paper. But now everything is technology-based, which is why you can find me on the front lines helping everyone with their tech concerns."

The expanding role of technology in the organization meant that Homeland needed to seek additional IT support. Jennifer explains, "Although I wasn't in the position at the time, I recognized that Homeland needed additional support to keep up with the demands of technology."

Solution: A Collaborative IT Environment

Recognizing the need for expert IT support, Homeland Center and Homeland at Home partnered with IntermixIT, now a leading managed IT services provider but a relatively new player on the scene back then. This partnership has grown into a seamless, collaborative IT environment that has significantly alleviated the technology burden on Jennifer and her team.

"My phone rings frequently with concerns or questions," says Jennifer. "So for one, it's critical to have IntermixIT working in the background to keep our personal information secure while I handle the daily inquiries. But I will say, it's also great to have them for those

questions that I just don't quite have the answer to. They always handle my tickets so efficiently. —It's a relief having them by our side."

IntermixIT's support goes beyond just handling emergencies. They actively work to enhance Homeland's efficiency and security. Jennifer shares, "One thing they implemented that I love is an app called QuickPass. It's a password manager, so now if someone gets locked out, you can literally just change your password on your phone without having to wait . . . it's saved us several times." She adds, "We've also added multi-factor authentication to our hardware, and our employees complete regular simulated phishing training, so I really appreciate these different ways they help us stay protected."

Results: A Robust And Evolving Relationship

As a provider who values trust, the partnership between Homeland Center and IntermixIT has proven to be indispensable, especially in ensuring the security and efficiency of their IT infrastructure. "The reality is that we're at a point where you can't go without this type of assistance," says Jennifer. "Even if you have people with the expertise, you need the 24/7 support in case something happens. —It provides peace of mind."

Looking to the future, Jennifer is confident that IntermixIT will continue to be a crucial partner in navigating the ever-evolving landscape of healthcare technology. "Things are constantly evolving, and one of the most recent conversations we've been having is regarding AI," Jennifer notes. "There's a lot of talk about AI and the healthcare industry, so the next thing we need to figure out is what policies do we need to have in place to protect our organization. But also, are there ways that we should be utilizing AI within our organization? These are all questions we're going to be working with IntermixIT to navigate."

The partnership between Homeland and IntermixIT exemplifies how a collaborative IT relationship can empower an organization to meet its technology challenges head-on. With IntermixIT's support, Homeland Center and Homeland at Home not only maintains its high standards of care but also stays at the forefront of technology, ensuring a secure and innovative environment for its residents and staff.

For more information about IntermixIT, visit [IntermixIT.com](https://www.intermixit.com).