

Connecting Senior Living Communities



DUAL



PATH
CONNECTED SOLUTIONS



Who We Are

We are passionate about making a difference for our customers through cutting edge solutions and outstanding customer service. We provide comprehensive services aimed at increasing resident retention, improving staff efficiency, and providing the best customer experience, all custom fit to your organization's needs.

Executive Summary

Connection, community, and convenience play a significant role in where seniors choose to live. As technology becomes more integrated in your residents' daily lives, the technology driven amenities in your communities become both an opportunity for differentiation and an important revenue opportunity. To attract and retain residents and their family members, your community needs to provide more than just standard Internet access and cable TV. You must strive to stand out in a growing crowd of senior living communities with luxury amenities.

The opportunity to not only differentiate but also provide once unprecedented levels of care, family engagement, and convenience is here. As a comprehensive technology partner, Dual Path can deliver a managed service offering that includes amenities such as one-touch Internet setup, energy management, resident activity metrics, a custom branded mobile app, and IoT driven Smart units, all backed by Dual Path Compassionate Support™ for your residents.

Dual Path works across all parts of the technology life cycle in your business, from design and planning to implementation and support. We provide end-to-end technology services that are personalized to get the results you want. From consulting to full-service solutions, we build, maintain, and support your critical technology infrastructure.

Find out how you can get a seamless technology experience today.

Connect with us: hello@dualpath.net



Increased Revenue, Retention, and Efficiency: The Benefits of A Powerful Technology Suite

Technology is an integral part of your revenue stream, and you need someone who understands its nuances to keep things running smoothly. The future is here—a single partner can seamlessly manage your technology needs, whether it's your residents, staff, or smart building technology.

Attract new residents and improve their quality of life while earning more revenue with an offering that increases price per door and resident retention. Our technology suite improves resident well-being and satisfaction by increasing resident engagement, social connections, and care outcomes. Your communities will also benefit from improved staff efficiency and decreased operational costs by automating workflows and streamlining communications.



"The feedback from the onsite staff and residents has been positive. Dual Path's service has increased retention and satisfaction. The ultimate result is happy residents!"

—Scott Scelfo

Director of Asset Management, Inland Group

Enhanced Solutions in Your Communities

For Portfolio Managers & Owners

- Decreased operating costs
- Increased staff and resident satisfaction
- Improved cyber security posture
- A single point of contact for all services
- One partner and one service contract

For Staff

- Streamlined communication through live chat and community-wide announcements
- Streamlined event management and no more paper calendars
- Managed IT services for more efficient onboarding and training
- Technology support at every level

For Residents

- Managed Internet, voice, and TV with one-touch set up
- IoT appliances create the ultimate convenient smart homes
- Solutions customized to meet resident needs
- Award-winning compassionate support and technology concierge service teams trained to work with seniors

Featured Senior Living Solutions

Seniors in the market for a new home are looking for more than upscale interior design, pools, and landscaping. Convenience, connection, independence, quality of life, and entertainment are core priorities. Dual Path is your partner for a robust, purpose-built technology suite with an eye on the future needs of your residents, staff, and business.

Resident Solutions

- Managed Internet with one-touch access and technology support custom-built for seniors
- In-suite voice and television services customized to meet your residents' needs
- MyCommunities: A custom-built mobile app bringing convenience, connection, and community right into the palm of their hands
- IoT devices including smart lights, sensors, locks, thermostats, and health and safety devices to ensure consistent quality of care
- Technology Concierge and Compassionate support teams available to assist residents with setup and ongoing support for all Dual Path provided services



"It was so nice to talk to the Dual Path team. I have a severe hearing problem and the representative was so patient and helpful, even slowing down his speech when I asked him to. Exceptional patience, professionalism, and compassion—I wish I'd called sooner."

- Barbara E., Resident from Boise, ID

Staff & Community Solutions

- Managed IT services that streamline training, onboarding, recruiting, and day-to-day operations
- IT help desk support for staff and residents 24/7
- Cybersecurity audits and solutions to protect your communities and your residents
- MyCommunities app and portal enabling seamless resident engagement, event management, communication, and portfolio brand consistency



Dual Path's suite of technology services for senior living combine staff support, amenities, and resident-facing content to create a healthy, thriving community designed to enhance the lives of your residents.



Custom-Built to Meet Your Needs

Customized for Your Residents and Staff

- Strategic consulting and technology planning based on your business initiatives and goals
- Custom applications, integrations, and API development

End-to-End Management

- A single partner to manage all aspects in one seamless experience
- Experts engaged at every level to deliver your connectivity, communications, IT, and custom application needs

Future-Fit & Adaptable

- Stand out with technology that makes a difference for your staff and residents
- Personalized technology adaptability based on growth, scale, budget, and business continuity

Concierge & Support

- 24/7 North American based end-user, network, and security operation center
- All the support you need in one place



New Partner, New Results

Seniors and their families are always looking for homes where they can age in place. It's time to modernize your amenities and help your residents thrive in their homes.

Dual Path is your partner to increase occupancy, retain existing residents, and grow revenue. Here's how we can help you revolutionize your business this year:

- Provide a managed technology experience from end to end
- A single partner to meet staff and resident support needs, providing a consistent experience
- Streamline your staff IT needs to a single partner to reduce stress and supplement your existing team
- Improve both human and equipment efficiency
- Provide new revenue streams and modernized amenities
- Compete in your marketplace with customized solutions
- Help your residents live, longer healthier lives with dignity and independence in your communities

Leave the vendors behind and select a true Senior Living Technology partner.





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Revolutionize your communities with an
end-to-end technology solution today!

Connect with us:
hello@dualpath.net
1 (800) 468-6851 (Opt.4)