

Client Success STORY:

Edmacy Home Health Care

Expanded Communication and Print Solutions to
Support a Growing Homecare Agency



About Edmacy Home Health Care

Edmacy Home Health Care is a homecare agency that serves clients in Delaware, Chester, Montgomery, Philadelphia, & Bucks Counties. Their team of professional caregivers are committed to offering compassionate homecare with an 'all-embracing approach.' Edmacy Home Health Care's goal is to provide exceptional services to their clients so they can lead a more independent and full life by allowing them to remain in the comfort of their own home.

Challenges

Ed Rogers-White, CEO of Edmacy Home Health Care built his business from a small company to a growing homecare agency that serves several counties in the Philadelphia area. With growth comes new business needs such as expanded phone functionality and additional printing capabilities.

Phone Service Needs

Starting with only a single line phone service, Edmacy found they were limited in how they could communicate with clients as their staff and clientele began to flourish. They needed a professional phone system that offered business features that could scale with them as they grew and help them reach – and be accessible to – their expanding client list.



Printing Needs

When Edmacy was a smaller company, they relied on pricey outside printing services for their forms and training manuals. In-house, they used desktop printers, which were costly to maintain because they were always replacing toner and having to pay for expensive servicing of the older units.

Solutions

Higher Information Group worked with Edmacy Home Health Care to meet their growing communications and printing service needs.

Upgraded Phone Services

First, HIG installed a professional telecommunications system, expanding capabilities to the system as the office staff has increased. Providing voicemail, directory services, and fax to the phone system supports the communication that Edmacy Home Health Care needs to manage the 24/7 care to their many clients.

A Professional Multifunction Printer

Next, HIG supplied Edmacy with a multifunction printer (Canon C256iF III) to support their growing in-house printing needs. Adding this multifunctional device simplifies operations by delivering printing, copying, finishing and fax services at higher capacity, while reducing the overall footprint and cost of supplies.





“Everything is going pretty well. I am very satisfied with the copier and it is working awesome...It has been very cost effective for us...The phone system is also working well...had a small issue with it but the tech came out and resolved the problem...I would recommend HIG – you’ve done great!”

Ed Rogers-White

Chief Executive Officer
Edmacy Home Health Care

Results

Having a professional phone system has increased communication abilities for the Edmacy Home Health Care Team because they can take multiple calls, direct calls appropriately, and fax simultaneously. They can also efficiently communicate and dispatch caregivers in the field.

Edmacy Home Health Care was so pleased with their new telecommunications system and the service provided that they have recently referred another home health care service provider to Higher Information Group for a similar solution.

Having a professional multifunction printer has been a game changer for Edmacy because it has increased their in-house printing capabilities. After spending a lot of time and money on outsourcing much of their printing, they no longer need to outsource printing for forms and manuals.

“The good thing? It allows us to do more in-house printing and no more outsourcing!”
- Ed Rogers-White, CEO of Edmacy Home Health Care

Not having to constantly buy toner for an old desktop copier/printer or spend time trying to troubleshoot problems has been one of the main reasons why Rogers-White raves about their new copier every time he talks to his contacts at Higher Information Group. Their new professional copier saves them time and money on not only printing capabilities, but also on maintenance and services because HIG takes care of their service needs.



Project RESULTS

Telecommunications System Results

- Robust and Reliable Phone Service
- Increased Efficiency
- Easily Scalable System
- Expanded Flexibility & Responsiveness

Multifunction Printer Results

- Cost Savings (save on outsourced printing)
- Improved Document Management
- Increased Reduced Cost of Paper, Ink Cartridges & Other Consumables
- Easy-to-Learn Single Interface
- Robust Security Features
- Multifunction Device Takes Up Less Space
- More Energy Efficient – Uses Fewer Resources

Benefits of Working with HIG Overall

- Excellent Customer Service
- Quick Response to Client Issues
- Customized Needs Assessment to Determine Best Approach
- Single Point of Contact

