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# GuestLinX Connected Seniors

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## While you're here Stay Connected

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Staying connected with friends and loved ones has been shown to promote health and healing. To help, GuestLinX can provide high-speed wireless internet access to all your residents and families.

No seniors over 65 wants to consider themselves as “old,” and most of them are not disabled. Most of them are also tech-savvy and have the skill-sets to use computers, PDA’s and wireless internet access. When they look for and move into senior communities they expect the housing to reflect these diverse needs.

The aging of tech-savvy baby boomers who want to retain control over their own lives will lead to greater adoption of wireless and mobile

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## A Wireless Solution You Can Trust

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*“Our network professionals have the skill and experience you need to engineer, install and support your networks.”*

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GuestLinX secure networks allow residents to stay in touch with family members and friends through Email or video conference. It also allows them to stay informed on what is happening around the world by browsing the internet. Family members can visit and be close to their loved ones while attending to their own daily affairs on the internet. Lastly, health care professionals can administer to their patients more efficiently using the latest technologies.

Our network professionals have the skill and experience you need to engineer, install and support your high-speed networks. We understand that your residents depend on your WiFi services to stay in touch with family and friends and to surf the web.

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## A Wireless Solution You Can Trust

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At GuestLinX we offer our customers a complete suite of professional wireless internet services, such as network design, implementation and monitoring. Once your network is complete, you'll be backed by top-level help desk and network support professionals, including our US-based 24/7 Help Desk. When your residents have questions that need immediate answers, our expert staff will assist you with prompt and effective solutions.

We have flexible financing options and can install your network with absolutely no upfront costs, if you're a qualified customer.

When you work with us, you'll get the quality and service that has made us a trusted partner to many of the leading hotel brands, senior communities, MDUs, and resorts across the country.

As part of each install, the property management and other staff are given a detailed overview of the network. In addition, we provide tent cards with basic instructions and our toll free number for residents or guests to call for help with any problems they have using the HSIA network.

To support each property we utilize two primary tools, Solar Winds which allows us to monitor and support devices in real time via SNMP, and Cloudtrax, which is our customer service ticketing system. Both of these tools allow us to provide detailed reports to our customers on all aspects of their guest HSIA network.

In some cases, our customers ask for access to SolarWinds and Cloudtrax so they can monitor their networks as they see fit. In these cases we are happy to provide our customers with their own username and passwords, as well as training to use each tool. All our communities are provided with a unique landing page to have them sign-off on the terms and conditions for internet use and to authenticate their users.

## Stay Connected with Friends

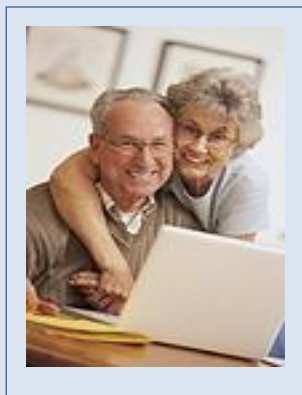
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health products, helping to reposition healthcare around patients. A new report from MIT, "Boomers, Technology & Health: Consumers Taking Charge!" says "Boomers have every reason to be one of the primary drivers of connected health... A significant piece of connected health is online and mobile social networking.

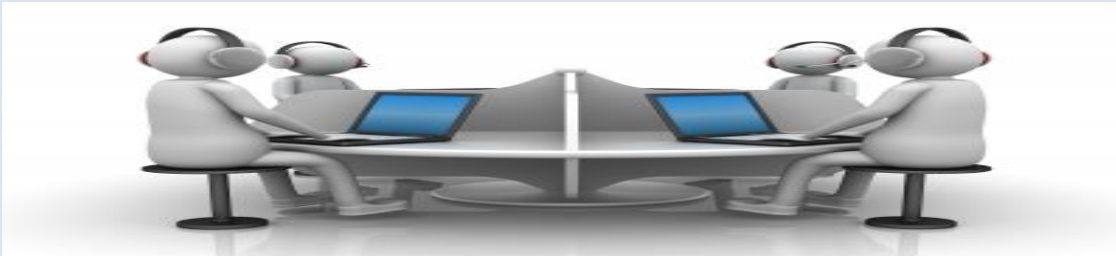
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*"We have flexible financing options and can install your network with no upfront costs for those that qualify."*

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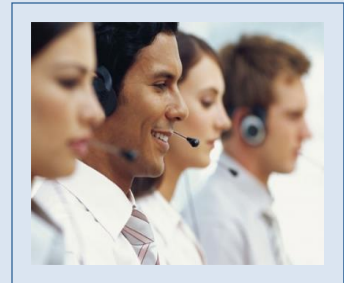
*Stay connected with family and friends.*



## Proactive Professional Customer Service

Partnering with GuestLinX provides what we refer to as wireless without worries. It starts with a professionally designed network using commercial grade equipment, and installed by experienced GuestLinX engineers; we will not need to outsource any service that we will provide you.

Our services include full 24/7 help desk support. We monitor every device on the network in real time, and provide ongoing user authentication. If it is determined that the network needs a service visit, we will dispatch a technician. We have our own RADIUS based billing solution that is hosted in our co-location center in Cresco, PA that handles secure credit card based transactions, user authentication as well as real-time SNMP monitoring of all devices in the field. Our 24x7 phone and email support using in-house employees is second to none. Because we perform real-time monitoring of all devices, we often know of problems long before you or your users have a chance to even call for help.



*GuestLinX US based call center is located in Pennsylvania.*

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*“Our two tiered help desk system insures users get help quickly 95% of our calls are answered within 5 rings.”*

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### **Wireless for long term managed care is a joint effort where we work together.**

In engineering and installing your network, GuestLinX can operate independently or in concert with your IT staff. We are experts at designing fully managed networks that are capable of providing fully secure connectivity for facility staff and operations, while simultaneously running amenity or pay per use networks for patients, residents, or visitors. GuestLinX will also help ensure compliance with all government regulations.



## WLAN Healthcare

Mobility is a key element for healthcare organizations to meet their quality, productivity and patient safety objectives. The ability to receive actionable clinical information regardless of location and react and communicate in real-time is required for the adoption of EMR/EHR applications. With Ruckus dual-band 802.11n access points, clinicians have a high level of confidence in the reliability and integrity of their critical EMR information, VoIP communications, high-resolution video and medical image delivery.



GuestLinX data center is powered by Dell Servers

Wireless mobility gives doctors and nurses better, faster access to patient information from almost anywhere inside a healthcare facility. The promise of enhanced patient care and reduced treatment costs must be achieved within requirements for privacy and security. A wireless system can provide doctors and nurses the ability to be connected anywhere in their hospital with either their laptop, DPA or VoIP Phone.

## Wireless Security

As businesses across all industries are deploying wireless networks to take advantage of the flexibility wireless affords, it does come at a cost in terms of security. GuestLinX recognizes the various vulnerabilities present in utilizing wireless networks and takes every precaution in protecting every network it designs and deploys against would be intruders. A few ways GuestLinX prevents intrusions is by correctly configuring equipment to use proper authentication and full-length mixed case alphanumeric passwords, as well as network traffic intrusion detection systems where warranted. We understand every industry and enterprise has their own set of unique requirements, business pressures and competitive challenges that we must consider and adapt for compliance issues.

## A Wireless Solution You Can Trust

With a GuestLinX secure network, all residents will be able to stay in touch with family members and friends through email or video conference. It also allows them to stay informed on what is happening around the world by browsing the internet.

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