

Deerfield Assisted Living

A switch to SkyLine/ SkyBest gave this community faster, more reliable Internet service and much more

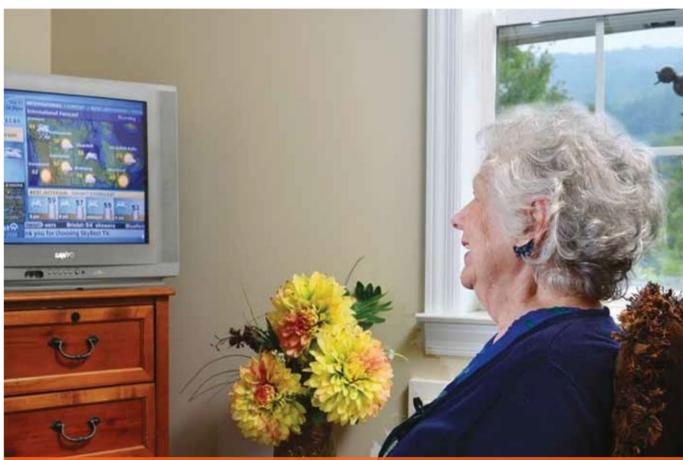
Deerfield Ridge Assisted Living is part of Ridge Care, Inc., which operates 10 retirement and assisted living properties in North Carolina and West Virginia. Located in the picturesque hills of Boone, Deerfield Ridge Assisted Living is designed to give residents the relaxed feeling of mountain resort living as well as the practical convenience of close proximity to medical resources. The community is only two miles from Watauga Medical Center, Wellness Center and many primary physicians.

Its facilities, staff and services are getting high marks from residents and their families. Deerfield Ridge Assisted Living was voted "Best of the Best" in the 2013 Watauga Democrat Best in Watauga County People's Choice Awards. An atmosphere of excellence is clearly a key component of what makes Deerfield Ridge Assisted Living popular. These high standards extend to the community's goals for its communications services as well.

Looking for Expanded Services

Elizabeth Young, Executive Director, says, "At Deerfield Ridge Assisted Living, communication is at the center of all we do. We weren't completely satisfied with our previous provider, so we started looking for a new way to expand our broadband, phone and TV services and reduce our overall costs."

Once the decision was made to make a change in communications services, SkyLine/SkyBest came to mind quickly. Says Young, "SkyLine/SkyBest had been maintaining our business phone equipment since 2010. That's how we initially got to know them. We also had such a good rapport with SkyLine/SkyBest through Forest Ridge Assisted Living, our West Jefferson facility, that we decided to call them about providing the communications services at Deerfield Ridge Assisted Living. We switched to SkyLine/SkyBest at the end of August 2013 when the fiber installation was complete."



A resident enjoys SkyBest TV in her room.



Derry Hendrix - Activities and Business Office



Michelle Scott and Brent Keith with Deerfield Assisted Living

Deerfield Ridge Assisted Living now uses SkyLine/ SkyBest broadband and phone lines for its business office and nurses' stations, and SkyBest TV service in the residents' rooms.

“At Deerfield Ridge Assisted Living, communication is at the center of all we do.”

- Elizabeth Young, Executive Director, Deerfield Assisted Living

Internet Speeds up to 20 Mbps

Michelle Scott, Inside Sales Coordinator, is part of the SkyLine/SkyBest team that works with Deerfield Ridge Assisted Living. Says Scott, "We upgraded their Internet service to fiber broadband Ethernet and increased their speeds from 5 Mbps to 20 Mbps. We're pleased to be able to provide a complete telecommunications solution for Deerfield Ridge and give them the convenience of having all services on one SkyLine/SkyBest monthly statement."

Young notes, "With our SkyLine/SkyBest Internet services, speed and reliability have certainly increased. Our residents are all thrilled with their new TV services, channel selection and crisp picture quality too."

Brent Keith, Business Sales Executive, is also on the SkyLine/SkyBest team and Young appreciates his contributions. She says, "In Brent Keith, Deerfield Ridge Assisted Living has found an outstanding customer service representative that is not only attentive but is also a great problem solver. I know Brent is someone we can truly count on to help our business thrive with cost-efficient technology."

SkyLine/SkyBest is Local, Responsive, and Proactive

How did the switch to SkyLine/SkyBest go? Young replies, "When we first switched, there were a few transitional matters to work out. But SkyLine/SkyBest sent someone right out here whenever I called about a problem and we've had no issues since. The change to SkyBest TV in the rooms went very smoothly and the residents are loving it."

Young continues, "I'm glad we're working with SkyLine/SkyBest now. They give us excellent customer service and it's easy to speak with them. I also appreciate the fact that SkyLine/SkyBest is proactive."

Scott is happy to hear those words. She notes, "All of us in the SkyLine/SkyBest Business Sales Department take pride in providing personal attention and excellent service. Should issues arise, our customers will speak to a local, knowledgeable member of the SkyLine/SkyBest team. Since we're all local, a technician can be at their location the same day for any issues. It's what we do for Deerfield Ridge Assisted Living and what we'll do for your business."