



# Retirement, Reinvented

A STORY OF OWNING CHANGE



## Erickson Living prioritizes quality assurance to deliver an exceptional resident experience

Erickson Living is a national leader in the development and management of continuing care retirement communities. With more than 27,000 residents in 11 states supported by a team of over 15,000 employees, Erickson Living lives and breathes resident satisfaction, one interaction at a time, by diligently tracking their performance to surpass established annual business and customer service goals.

### THE PROPOSITION:

#### Do more with data

To maintain the utmost standards in resident satisfaction, Erickson Living regularly leveraged a complex set of spreadsheets for their quality assurance program. With more than 100 metrics across 19 retirement communities, the data was vast and bulky. Think: heavy pivot tables and never-ending load times. Erickson Living envisioned a scalable, real-time data solution designed to enhance the user experience—a platform that prioritizes efficiency, accuracy and performance to power real-time decision-making. Enter TEKsystems.

### OUR PROPOSAL:

#### Spreadsheets into strategy

As one of [AWS's fastest growing consulting partners](#), we quickly got to work on a real-time data solution for Erickson Living. With a tight timeline, we worked side by side to quickly implement the analytics solution in just three weeks—engineering new processes and deploying a prototype into production. Leveraging our [data analytics and insights](#) and [cloud enablement](#) expertise, we launched the AWS prototype utilizing the following tech stack: **React, AWS Amplify, Amazon Aurora, Amazon S3, Amazon API Gateway, Node.js and AWS CloudFormation.**

By leveraging our global delivery model, Erickson Living was able to quickly transition from their existing tools to a far more scalable application. And with a real-time data solution in place, leaders make important, business-critical decisions for their communities with confidence.

### POWERFUL PARTNERSHIP:

#### Aligned and committed

We're in the business of building tomorrow. Our solution was strengthened by a strong partnership between us, AWS and Erickson Living—we ventured beyond application development to deliver several critical business and technology innovations to drive transformation. Plus, Erickson Living's internal IT team's commitment to communicating and spreading awareness of the initiative ensured employees knew about and were ready for the [change](#).



## Real-World Results

Real-time analytics, realized. After Erickson Living migrated more than 100 metrics across their 19 managed continuing care retirement communities to AWS, the results were noticeable: resident responsiveness and satisfaction significantly increased, as did employee retention—due to the fact that the Erickson team was focused on delivering services, not entering data into a cumbersome and time consuming platform. Another underrated area of improvement? Compliance with sanitation and safety procedures is higher. In addition, the improved metrics give Erickson Living opportunity to hold meaningful conversations about goal setting, benchmarking, teamwork and departmental impact at the community and enterprise levels. Erickson Living’s approach was not only highly efficient, but incredibly proactive, setting the stage for future transformation opportunities. With real-time data powered by AWS technology, Erickson Living’s employees are empowered to make smart, data-backed decisions in the moment. A seamless solution for employees, while reimagining retirement living and quality resident care.

*“As a trusted partner, TEKsystems Global Services is a crucial part of our services ecosystem. Rather than manage a number of partners who can only deliver in a narrow area, TEKsystems Global Services has the capacity and capabilities across most of our technology platforms. They contribute to an increase in our productivity, speed-to-market for deploying technology projects and overall customer satisfaction. TEKsystems has a passion around their clients’ success, and we value our long-term partnership.”*

– Hans Keller, Chief Information Officer at Erickson Living



Responsiveness to  
resident concerns

100+

quality metrics tracked  
across 19 communities



Employment  
retention rates

### About TEKsystems

We’re partners in transformation. We help clients activate ideas and solutions to take advantage of a new world of opportunity. We are a team of 80,000 strong, working with over 6,000 clients, including 80% of the Fortune 500, across North America, Europe and Asia. As an industry leader in Full-Stack Technology Services, Talent Services and real-world application, we work with progressive leaders to drive change. That’s the power of true partnership. TEKsystems is an Allegis Group company.

Experience the power of real partnership. [TEKsystems.com](https://www.teksystems.com)