

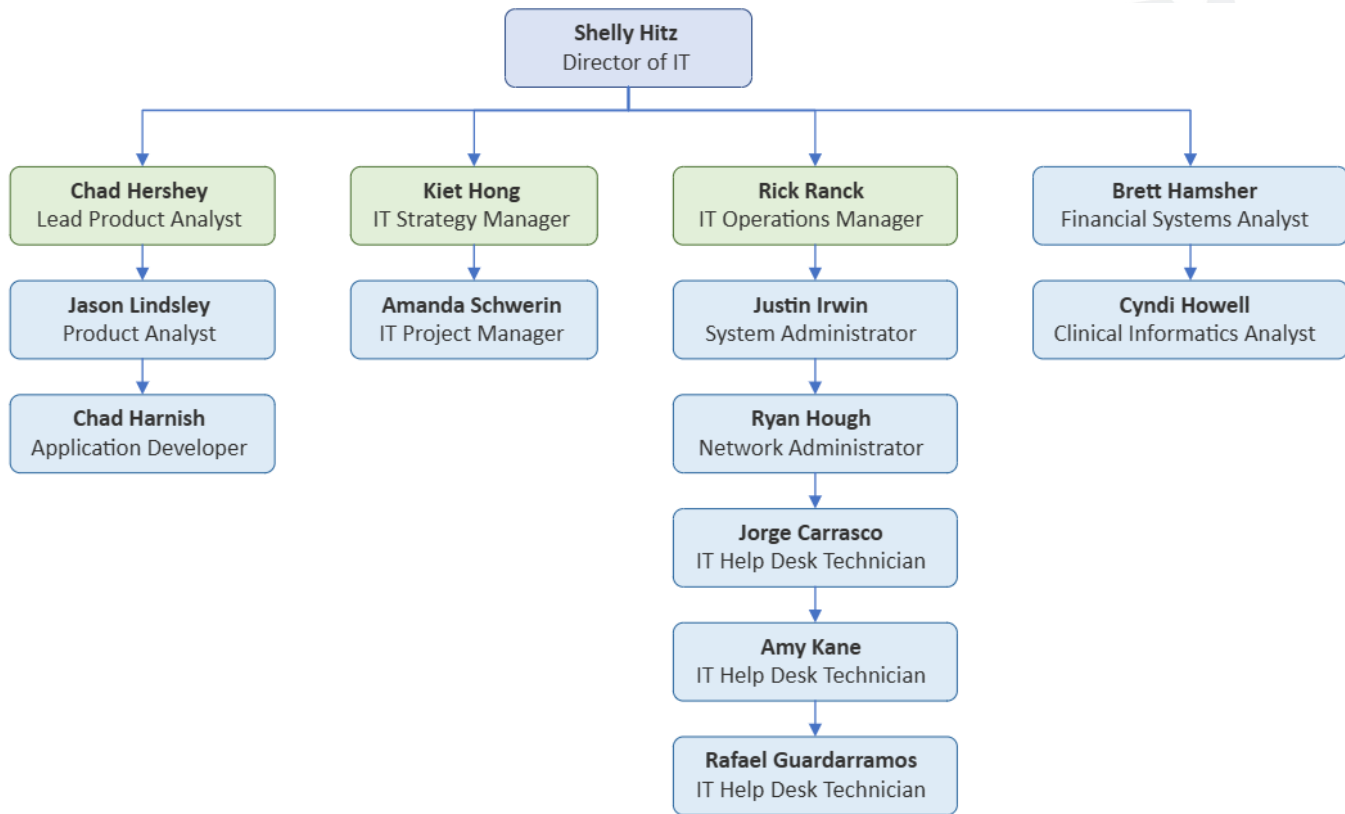


WILLOW  
VALLEY  
COMMUNITIES

# Information Technology

*October 2025*

# Who We Are



# Who We Serve



- 1,604 Team Members
  - Operational support includes installation and maintenance of:
    - Network systems (switches, firewalls, routers, servers, cabling, access points)
    - Hardware (desktops, laptops, tablets, printers)
  - Business Systems support includes support for:
    - Over 175 distinct business systems
- 2,811 Residents (Excludes 446 SmartLife Members)
  - The IT department provides support to Residents for:
    - Campus Net/Tel/TV
    - Move-In support for network connectivity and router/modem hookup
    - Ongoing network connectivity support

# 2025 Projects with Resident Impact



- Construction/Renovation Projects
  - SouthPointe O, P, L
  - Meadow Ridge
  - Lakes Corridors
  - Lakes Core – Phase 1

# 2025 Projects with Resident Impact

- Email Filtering Improvement
  - Our Three-pronged approach:
    - Cisco Umbrella (replaced Barracuda and resolved a bottleneck in the network that was throttling internet speeds) protects the network by blocking malicious domains, IP addresses and cloud apps
    - Carbon Black provides antivirus protection
    - Mimecast prevents malware, phishing and other email threats from entering the WVC network

# 2025 Projects with Resident Impact

- Webex Calling – Phone System Upgrade
  - The current phone system is end-of-life and can no longer be updated
- Fiber Project
  - We are adding a 10 Gb fiber connection on the Lakes Campus which will:
    - Resolve bandwidth issues especially during peak hours
    - Improve network security as the fiber will go through a firewall
    - Allow for increased Internet speed

# 2025 Projects with Indirect Resident Impact

- HR, Timekeeping, Payroll System Upgrade/Change
  - UKG Pro moves our HR, Timekeeping and Payroll to the cloud
- PointClickCare (EHR) Enhancements (Skilled Care Only)
  - Data analytics to improve overall care and service
    - Includes AI features to assist with hospitalization prevention
  - Enhanced use of PCC by Providers
  - Improvements to infection prevention and control
  - Lab and Radiology tests integrated into PCC
- Interoperability between business systems

# Looking Into the Future



- The IT department is evaluating:
  - Additional network and data security tools/equipment
  - Business Systems changes
    - Additional PCC development for Memory Care Center
    - Consolidating SmartLife and Audiology's EHR into current systems
    - ERP – Enterprise Resource Planning applications
    - Point of Sale replacement
  - Improved TV connections
- Upcoming Construction/Renovation Projects
  - Lakes Core – Phase 2
  - Memory Care Center



