

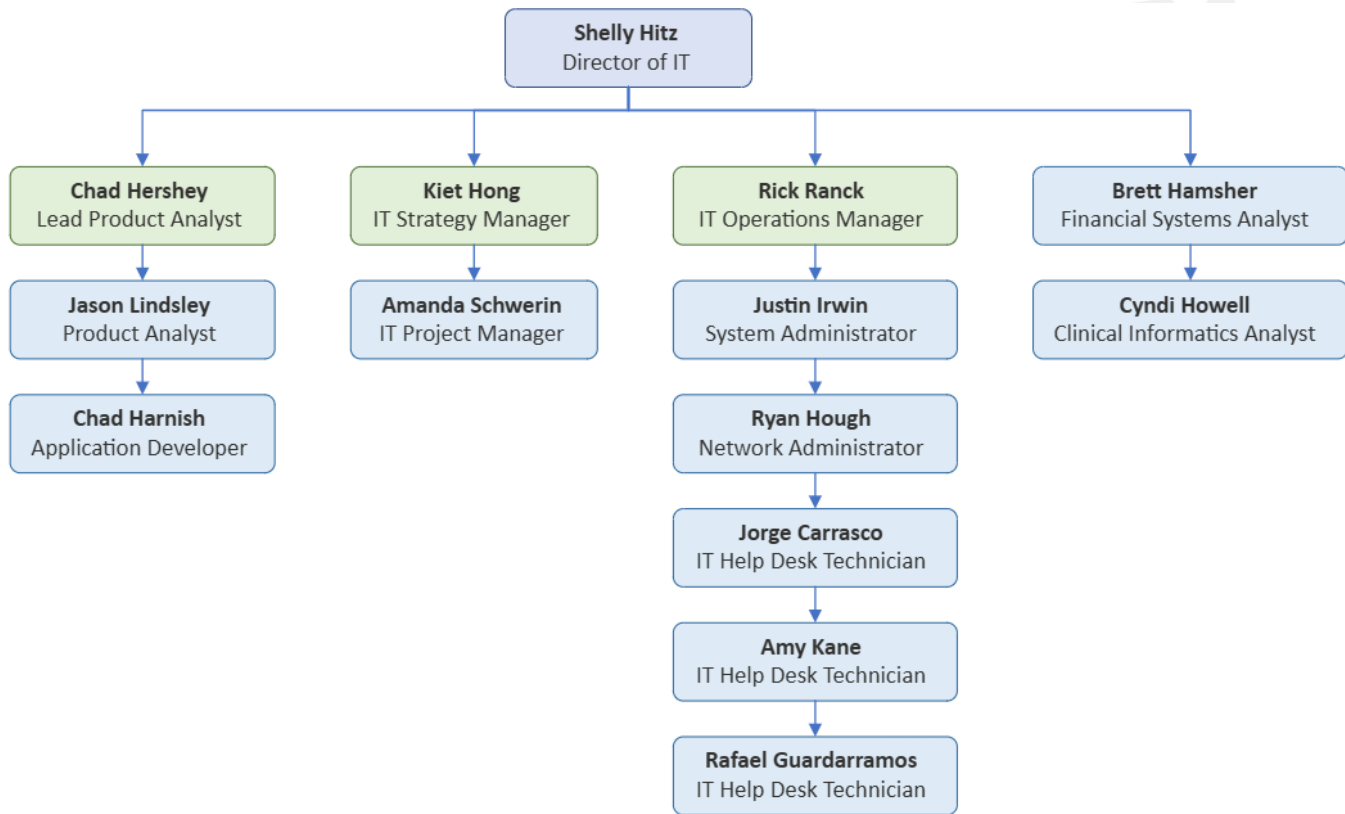


WILLOW
VALLEY
COMMUNITIES

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

