

“Hosted solutions are a tremendous value to our customers.”

Thomas M. Patten, msw
 Founder & CEO
 PALs Software



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PALs Software, based in Duluth, Minnesota, is a GoIWx strategic development partner. Founded in 2000, PALs Software develops software for the professional assisted living industry. The company is currently offering GoIWx’s Hosted Environment as an enhancement for both its current and new customers.

“GoIWx’s hosting service adds value to our product,” states Thomas Patten, Founder and CEO of PALs Software. “It gives us the ability to better support our customers. We can provide faster turnaround times to user issues because we access the user environment and make changes to it in real time. Because we can see what the user sees, we can make immediate recommendations on using our product. And because our software is hosted at GoIWx, I can update the software at any time without user involvement; there’s no need to distract my customers from their work to update or customize their software.”

Increased Visibility to Critical Business Information

Hosted solutions offer increased visibility to business information. “With a hosted solution, our customers can manage any number of geographically diverse communities from one central location,” Patten comments. “Management can check business performance information at any time, rather than waiting for month-end reports. This gives our customers the ability to respond to business issues more quickly, making them more successful. With this hosting service, PALs can now service and support even the largest assisted living organizations with communities spread throughout the United States.”

A More Efficient and Well-Trained Workforce

In addition to the increased visibility to critical business information, hosted solutions also allow employees to be more efficient and effective. Autumn Grace, a PALs customer located in Mankato, Minnesota, recently went live with a hosted PALs solution after hosting it internally since 2003. Prior to the hosted solution, the company was using separate PALs installations for two separate

Profile Details

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Products & Services
 Software and consultation
 for the assisted living
 market

Target Markets
 Health Care

Employees
 1 – 10

Applications Hosted
 PALs Executive
 PALs Lead Manager
 PALs Medication Manager
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locations. With no central database and without the appropriate IT infrastructure, the two locations were unable to share information. This caused redundant data entry and a lack of visibility to critical resident information.

With a hosted solution, both Autumn Grace facilities now share a single PALs database, improving visibility to resident information and eliminating redundant data entry. The staff can now monitor a resident's status remotely in real time, often allowing employees to respond to issues without travelling to a facility. "The hosted solution gives our customers the freedom to work from anywhere at any time," states Patten.

"Because of GoIWx's existing infrastructure and efficient systems, PALs is able to offer this SaaS option at no additional monthly cost."

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More effective training is another benefit to hosted solutions from GoIWx. "I recently led a training session for the staff at Autumn Grace," Patten explains. "I was able to 'shadow' their hosted session, which allowed us to share the same computer screen while we talked on the telephone. This provided a powerful learning environment."

The Increased Value of Hosted Solutions

"Hosted solutions are a tremendous value to our customers," Patten comments. "Updates and back-ups occur regularly without our clients being involved. Data is secure with encryption that meets healthcare industry standards. Hosted solutions from GoIWx eliminate the IT burden for our customers, freeing them to focus on the valuable work they perform for their residents. And because of GoIWx's existing infrastructure and efficient systems, PALs is able to offer this SaaS option at no additional monthly cost."

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