Senior Care

Smart Technology Solutions for Smart Aging

Senior care is experiencing a digital revolution with mobile workflows, smart devices and innovative technology empowering caregivers to provide better care. As older adults increasingly adopt technology to stay connected, active and safe, senior care communities must adapt to these new expectations.

Today, **4 out of 5 adults aged 50+ rely on technology** to stay in touch with loved ones.[1] Nearly all own at least one tech device, and **73% use technology to manage their health and wellness**.[1] This digital transformation in senior care isn't just improving the lives of residents — it's also enhancing workflows for caregivers, enabling them to focus on their most important task: delivering compassionate, high-quality care.
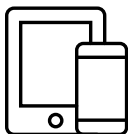
CDW Healthcare provides the digital infrastructure, smart devices and innovative solutions that senior care communities need to optimize workflows, enhance care and create a healthier, happier tomorrow.

Senior Care | **Senior Living Communities** | **Skilled Nursing** | **Care at Home** | **Foundations of Care** | **Optimizing Care** | **Future of Care** | **CDW Services** | **CDW Expertise** | **Make amazing happen.**

Independent and Assisted Living | **Memory Care**

Independent and Assisted Living

Enriching Lives Through Technology

Seniors want their homes to work for them. Technology has become an integral part of daily life in senior living communities, offering everything from entertainment and communication to convenience and security. CDW Healthcare provides the smart, seamless IT solutions that enrich the lives of residents and empower caregivers to deliver exceptional care.

Now is the perfect time to embrace smart technology. Seniors want tools that help them stay safe and independent, and families are looking for communities that offer these features. With smart solutions, you can enhance residents' lives and give their families peace of mind.

Smart devices

Tablets or smartphones allow residents to make dining reservations, request in-room services, or schedule maintenance and transportation arrangements. These tools provide real-time updates on requests, which reduces delays and improves coordination across care teams.

Smart apartments

Smart apartments feature keyless entry, voice-controlled lighting and remote-controlled thermostats, offering residents personalized comfort and convenience. Additionally, motion detection sensors can alert staff to unusual activity such as falls or inactivity, enabling faster interventions and more proactive care.

Reliable Wi-Fi

Reliable Wi-Fi keeps users effortlessly linked to loved ones through video chats, provides easy access to entertainment, supports online learning, tracks fitness goals and ensures peace of mind with dependable personal emergency response systems (PERS).

Customer Success Story

Nonprofit Senior Communities Upgrade Technology to Support Growth

A nonprofit organization operating multiple senior communities was preparing to expand, hiring new clinicians and staff across locations to meet growing demands. To support this growth, the nonprofit needed modern, reliable devices that could simplify workflows and improve care delivery. The organization was exploring device options that would best fit its needs and turned to CDW for guidance.

CDW conducted a discovery process to fully understand the organization's challenges, goals and workflows. This full-stack approach allowed the CDW team to recommend Microsoft Surface laptops and provide Windows Autopilot enrollment services to ensure a smooth and consistent rollout.

Clinicians received preconfigured devices with their Microsoft profiles and tools ready to use immediately, allowing them to focus on caring for residents without downtime. The new devices have enhanced daily operations, boosted efficiency and created a better experience for both caregivers and residents across the organization's communities.

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Independent and Assisted Living | **Memory Care**

Memory Care

Providing Supportive Care

Caring for loved ones with dementia or Alzheimer's brings its own set of unique challenges, and technology can be a powerful ally in providing a sense of safety, comfort and engagement. CDW Healthcare supports memory care communities with innovative solutions that improve the quality of life for both residents and caregivers.

Remote patient monitoring (RPM)
Care teams can remotely monitor memory care residents' health and safety with sensor-based RPM solutions, allowing for timely interventions to reduce risks like falls and prevent rehospitalizations.

LiDAR technology
Non-invasive, non-wearable LiDAR technology monitors resident movement discreetly, ensuring privacy while helping prevent accidents.

Virtual nursing
Virtual nursing solutions enable continuous monitoring and remote care, ensuring memory care residents receive support and providing peace of mind for families even when in-person staffing is limited.

Visual and digital signage
High-definition screens in resident rooms and common areas display entertainment, educational content and memory aids. Digital signage also serves as wayfinding to help residents navigate the facility.

Augmented reality and virtual reality (AR/VR)
AR/VR technologies create meaningful, personalized experiences that stimulate memories and cognitive function. They also help train caregivers with empathy tools, allowing them to better understand the experiences of those with dementia.

1in3

older adults say that they are excited about the potential benefits of GenAI[2]

Front Porch Explores Value of VR

Front Porch, a family of companies dedicated to independent and assisted living, memory care and skilled nursing, is exploring the use of VR in group settings and as a way to stimulate memory, according to the CDW Healthcare report, "The 21st Century Senior Living Community."

Residents in various locations can participate in the same experiences using VR headsets — watching a movie, taking a trip to the Grand Canyon or taking in panoramic views from the Eiffel Tower — and have discussions afterward to foster a sense of connection.

With the sponsorship and support of CDW Healthcare, the Front Porch Center for Innovation and Wellbeing (FPCIW) is evaluating how VR can be used to connect older adults and their care circles to meaningful and impactful experiences.

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Skilled Nursing

Advancing Services with Technology

In skilled nursing facilities (SNFs), the goal is to provide exceptional, personalized care while ensuring the safety and well-being of residents. Technology plays a crucial role in making that possible. CDW Healthcare offers the right IT solutions to help SNFs deliver more responsive, connected and effective care for residents.
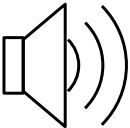
EMR-integrated technology

Real-time data capture at the bedside means caregivers can always access the most up-to-date information, improving care accuracy and coordination.

Nurse call systems

Partnering with solutions like Aiva Health, CDW Healthcare enhances existing nurse call systems. These integrations allow residents to easily request care while improving communication and streamlining staff workflows.

Remote patient monitoring (RPM)

RPM uses technology to continuously monitor vital signs and other health metrics, enabling early detection of health issues and timely interventions. This technology improves SNF operations by streamlining workflows, reducing staff burden and ultimately enhancing resident outcomes.

Telehealth

Connecting SNF residents with specialists or family members through virtual visits means better continuity of care and more informed decision-making.

Mobile solutions

Smartphones and tablets empower caregivers to communicate and document on the go, improving workflow efficiency and overall resident care.

Approximately
60%

of residents will transition from assisted living to a skilled nursing center after a median stay of around 22 months[2]

Home Care   Home Health   Hospice Care

Care at Home

Enabling Care to Remain at Home

In-home care plays a critical role in supporting individuals who wish to age in place, receive treatment at home or recover from illness without needing a hospital stay.

CDW Healthcare offers advanced technology solutions for both non-clinical home care and clinical home health services, empowering caregivers and improving outcomes for patients.

88%

of adults ages 50–80 feel it's important to remain in their homes as long as possible[3]

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Home Care | **Home Health** | **Hospice Care**

Home Care

Empowering Daily Independence

Non-clinical home care focuses on supporting seniors with daily living tasks, helping them remain independent in the comfort of their homes. CDW Healthcare provides the tools to make that care more efficient and easier to manage.

Home Health

Delivering Well-Being at Home

A variety of medical services for patients in their homes are available, including doctor care, nursing care and therapy services like physical, occupational and speech therapy. CDW Healthcare offers advanced solutions that allow caregivers to deliver high-quality clinical care while ensuring patient comfort and safety and avoiding costly hospital admissions.

Mobile solutions

Caregivers can stay connected and manage schedules, transportation requests and other support services through smartphones and tablets. This enables a more organized and responsive care experience for patients, enhancing their ability to live independently.

PACE (Programs of All-Inclusive Care for the Elderly)

CDW Healthcare supports PACE programs with technology that helps older adults stay in their homes longer while receiving comprehensive care services. From care coordination platforms to remote communication tools, we help streamline these essential services.

Telehealth

Facilitate secure, seamless, synchronous audio and video communication and collaboration between clinicians and patients with limited mobility to successfully manage care in a virtual setting and help patients receive therapy.

Remote patient monitoring (RPM)

With RPM, patients can easily track their vitals — such as heart rate or blood pressure — and send that data to their healthcare providers for timely adjustments to their treatment plans.

Mobile solutions

Caregivers can update patient records, share health updates and consult with doctors in real time, ensuring coordinated and accurate care delivery. Photos or videos of wounds, rashes or other problems can be readily transmitted to the agency for further study and consultation.

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Home Care | Home Health | **Hospice Care**

Hospice Care

Connecting the Continuum of Care

CDW Healthcare provides solutions that help hospice patients stay comfortable and connected with loved ones while enabling caregivers with the technology they need to collaborate with families and clinicians. Hospice providers can choose from a variety of technologies.

Video communication

Use video, telehealth and other interactive tools to coordinate communications with multiple care team members — from caregivers to friends and family members to chaplains.

Mobile solutions

Enable hospice staff to access patient medical histories and progress reports right at the point of care. Smartphones, tablets and other devices facilitate immediate communication to accelerate urgent care delivery if patient status changes.

Care coordination

Allow residents to communicate digitally with caregivers through portals, connectivity platforms and voice-first solutions. These tools help the entire care team comfortably manage patients' journeys by ensuring that they receive the medical and emotional support they need.

Customer Success Story

Remote Device Management Made Simple

A leading provider of home health and hospice care partnered with CDW Healthcare to streamline the management of thousands of remote devices used by its clinicians in the field. With over 21,000 healthcare professionals relying on these devices, minimizing downtime and ensuring data security were top priorities.

CDW Healthcare implemented Intel vPro® technology to enable IT teams to remotely troubleshoot, update and secure devices in real time — even when clinicians were spread out in the field.

This capability allowed IT teams to resolve issues proactively, reducing downtime and helping the clinicians stay focused on patient care.

Foundations of Care

Building a Resilient Core

CDW Healthcare understands the importance of a well-tuned, secure and scalable infrastructure on which to build a foundation for all other care technology capabilities that support a healthcare organization. Our healthcare technology Foundations of Care includes strategy and solutions for digital infrastructure, data center, IT operations and security.
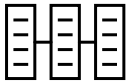
Data center strategy

Helping organizations optimize data storage, manage growing data volumes and modernize their infrastructures for better performance.
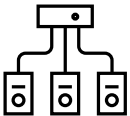
IT operations

Supporting planning, implementation and management of healthcare IT systems, ensuring that technology serves the needs of both caregivers and residents.

Security

Protecting patient and resident data is critical, and CDW Healthcare offers solutions that increase visibility into vulnerabilities and ensure network security.

Workflow Experience for Care Providers

Providing top-quality care means clinicians and staff are empowered to deliver that care using the latest technology. It starts with building a solid IT infrastructure aligned with today's digital demands and patient/resident expectations.

A Secure Response for Senior Care

CDW helps senior care organizations build secure, scalable and reliable technology systems that protect resident data, enhance care delivery and simplify operations. With a trusted partner network, 24/7 support and expertise in both physical and cybersecurity, we provide tailored solutions so you can focus on what matters most.

CDW's security practice has the depth and breadth to support your entire security journey.

Industry leader

CDW is a giant in the industry with the size and scale to achieve any outcome.

Partner network

We have partnerships with nearly every leading security product so you can choose the right fit for your organization.

More than a reseller

CDW customers have access to an unparalleled supply chain network so they always have what they need, when they need it.

Workforce development

CDW is helping customers build the security talent they need to protect their organizations from any threat.

Physical and cybersecurity

By integrating physical and cyber services, CDW can help you protect every facet of your business.

24/7 managed services

CDW offers round-the-clock, expert-led managed services in IAM, SIEM, WAF, firewalls and more.

Optimizing Care

Caregiver, Patient and Resident Experience

Providing a healthy, happy, highly satisfactory experience isn't a luxury — it's a necessity. Today's senior care providers understand that families need assurance that their loved ones are not only safe and secure, but active and engaged.

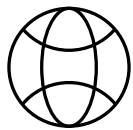CDW Healthcare helps with technologies that support:

Remote monitoring and telehealth

Empower caregivers to keep an eye on residents, even from afar, and enable virtual doctor visits for residents with mobility challenges.

GPS location tracking and elopement prevention

Sensor-based technology ensures residents are safe by alerting staff if they wander off-limits or into dangerous situations.

Digital engagement

Digital tools allow residents to stay connected with family, friends and the care community, promoting socialization and reducing isolation.

Visual and digital signage

Helps residents and visitors navigate the facility easily and stay informed with eye-catching digital displays.

AI-driven Care Daily

Virtual care solutions like **Care Daily** are transforming senior living by empowering caregivers and easing their daily burdens. Care Daily leverages CDW's advanced technologies to help senior living staff proactively address issues as they arise, reducing caregiver workload and enhancing residents' experience.

Care Daily functions as a cloud-based, HIPAA-compliant AI-powered hub, integrating data from more than 200 devices and technologies provided by CDW. It analyzes data from:

- ADL records (including mobility, toileting and bathing)
- EHRs
- Fall detection devices
- General wellness records
- Medication records
- Motion and entry/exit sensors
- Nurse observations
- Sleep pads
- Smartwatches and smart home devices
- Vital sign monitors
- And many more

Customer Success Story

Long-Term Care Facilities Modernize Aging Devices

A long-term nursing home care provider was struggling with outdated laptops and desktops, leading to frequent issues and IT tickets. While re-imaging these devices helped users get back to work quickly, it was only a temporary fix. To address the larger problem, the organization began testing Chromebooks as a cost-effective solution for accessing electronic medical records (EMR).

CDW Healthcare and Google introduced ChromeOS Flex, a USB-based solution that transforms outdated Windows and Mac devices into Chromebooks. This affordable option extended the life of existing hardware, reduced IT support demands and simplified device management while enhancing security.

Today, the clinical team uses 1,100 ChromeOS and ChromeOS Flex devices for fast, secure access to PointClickCare. With quick logins, automatic updates and native support for Office 365 apps, staff can work efficiently, ensuring uninterrupted high-quality care for residents.

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Transformation Centers

Future of Senior Care

Preparing for What's Ahead

As senior care continues to evolve, CDW Healthcare is committed to helping providers prepare for the future by embracing emerging technologies that improve care quality and patient outcomes.
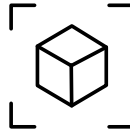
IoT and smart homes

Equip living spaces with smart technologies like voice-activated systems, AI-enabled monitoring and smart locks to promote independent living and improve safety.

Virtual reality and augmented reality (AR/VR)

Implement AR/VR tools to promote cognitive stimulation and social engagement while providing caregivers with innovative training methods to better understand residents' needs.
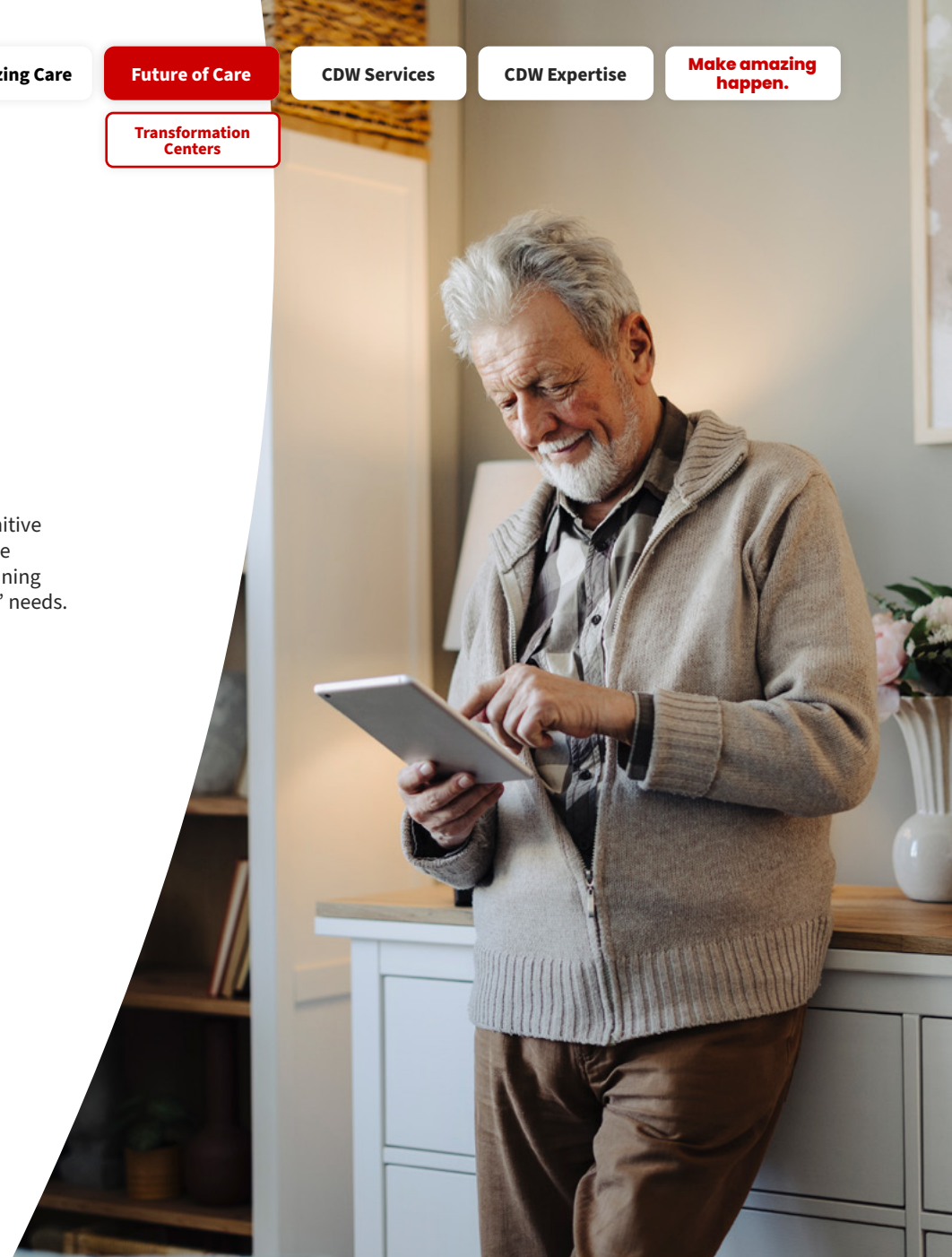
Resident and staff communication

Enable seamless communication between residents and caregivers through digital portals and voice-first systems, improving care coordination and engagement.

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Transformation Centers

Transformation Centers

CDW Healthcare Transformation Centers

CDW Healthcare Transformation Centers represent our commitment to pushing the boundaries of what's possible in healthcare IT and connectivity. These state-of-the-art facilities serve as test beds, training centers and innovation hubs, each uniquely contributing to CDW's leadership in healthcare technology.

CDW's partnership with the Thrive Center gives healthcare organizations unparalleled access to the latest senior care technologies and practices.

The Thrive Center is a nonprofit 501(c)(3) technology innovation and educational facility designed to enhance quality of life for those aged 50+.

As a core technology donor, CDW Healthcare provides the Thrive Center with:

- Innovative and scalable solutions focused on the older adult living space from partners such as Aruba, Humanscale, Intel, Lenovo and Samsung.
- Robust and secure infrastructure to support evolving technologies and applications that require high-speed networking and Wi-Fi access.
- In-depth insight and experience that inform the center's educational programs to enhance elder wellness for the community.

CDW Healthcare's collaboration with the HonorHealth Transformation Center will bring cutting-edge clinical command center technologies to the forefront of patient care.

- Advanced pilot programs to test integrations of technologies like Aiva Health, Care Daily and VirtuSense to enhance clinical oversight in care coordination.
- Innovative monitoring solutions like Neteera for continuous tracking of at-risk patients and the detection of early signs of deterioration.
- Robust infrastructure and support to maintain a secure, scalable technology ecosystem for future healthcare innovations.

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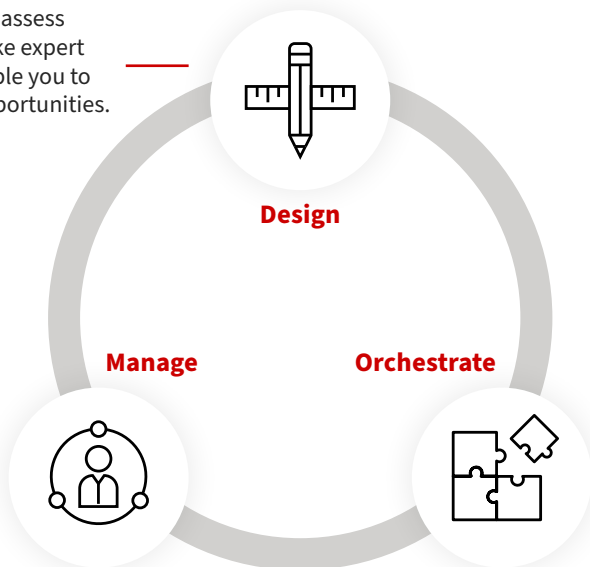Additional Services

CDW Services

Going Beyond Technology

We understand you need more than technology — you need a partner who can guide you in developing forward-thinking strategies that address resident and staff expectations. Your dedicated CDW Healthcare account manager works closely with you to offer services to ensure your technology's performance and investment continues to add value well into the future.

CDW offers a full lifecycle of services

Based on a breadth of tools and data and years of experience, we assess your specific needs and make expert recommendations that enable you to capitalize on new digital opportunities.

24/7/365 support and technology management can save you time and money by augmenting the bandwidth of your internal IT team.
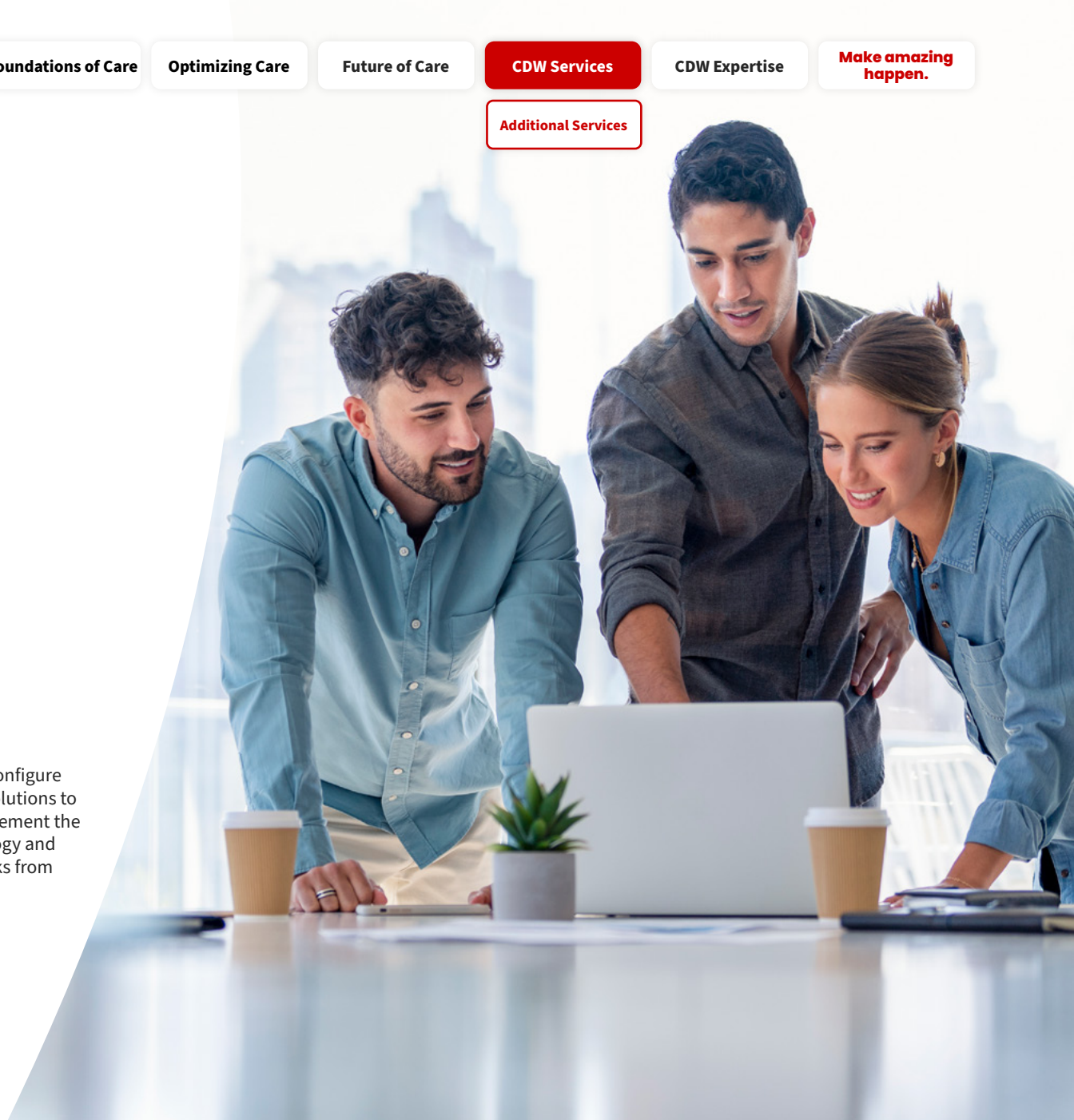
Our experts configure and deploy solutions to help you implement the right technology and ensure it works from day one.

Design

Manage

Orchestrate

CDW

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Additional Services

Additional Services

We also provide services in several key areas:

Infrastructure
Access expertise, tools and resources to future-proof your data center. With support from over 300 certified engineers, we'll help upgrade your existing architecture and prepare for future growth whether you're on-premises, migrating to the cloud or fully cloud-based.

Workspace
Our design and planning workshops establish scalable, unified communications platforms embraced by staff. Optimize productivity and workflow as our remote support and automation services ensure constant connectivity across your communication platforms.

Security
Receive independent assessments to strengthen your security posture. CDW consultants offer a comprehensive suite of services to identify network risks, increase threat visibility and prepare your organization for the dynamic cybersecurity landscape.

Support
CDW provides tailored support services ranging from tech support and contract resources to custom warranty and maintenance. This allows your IT staff to focus on strategic initiatives that drive business outcomes.

Data
Gain competitive insights through CDW's AI and machine learning solutions. We help design, build and deploy data analytics systems that transform your data into actionable intelligence.

Development
Modernize your applications with CDW Development Services. We streamline delivery with DevOps and build custom applications that boost operational speed, accuracy and confidence.

Data and network security
Protect your data with a layered approach to security, safeguarding against threats on wireless networks with increased accessibility.

Backup/recovery
Securely store, search and restore critical data with enhanced backup and recovery capabilities to ensure uptime and simplify data management.

Power/cooling
Optimize performance and reduce costs through effective power and cooling strategies designed to cut energy waste.

Virtualization
Create a streamlined server environment that strengthens data protection and serves as a foundation for EHR system upgrades and other applications.

Networking
Deploy healthcare-grade wireless networks to ensure seamless data access while providing robust bandwidth for patients, residents and visitors.

Connectivity/telecom
Provide reliable, high-bandwidth connectivity to support efficient communication and collaboration, including secure texting and HIPAA-compliant messaging.

Physical security
Safeguard your facility, equipment and people from theft and loss, ensuring the safety of all within your environment.

Cloud
Harness the power of the cloud for collaboration, storage and security. CDW can assist in developing a cloud strategy, managing migration and providing ongoing cloud services.

CDW Expertise

Expertise and Partners

CDW Healthcare brings more than 30 years of experience serving as a trusted adviser to more than 5,000 older adult living communities, skilled nursing and memory care facilities, and home health agencies and hospices. Our team of experts can help you determine your technology strategy, address the IT challenges you face and optimize the right digital opportunities.

Awards and affiliations

CDW Healthcare has been recognized with the following honors for our commitment to the industry:

- American Society on Aging — Technology in Aging Award
- America's Greatest Workplaces — Newsweek (2024)
- Boomer Business Innovation Award for extraordinary leadership in understanding the technology needs of older adults
- America's Best Large Employers — Forbes (2024)
- No. 5 on CRN Solution Provider 500
- HealthTrust Vendor Excellence award winner
- Microsoft Healthcare Partner of the Year award winner
- Computerworld — Best Places to Work in IT (2019)
- ISO Certified: 27001 (Information Security), 9001 (Quality), 20000 (IT Service Management) and 14001 (Environmental)
- AgeTech Advisor with AgeTech Atlanta

CDW Healthcare is a proud member of these leading industry organizations:

Partnerships

Through the power of our partners, we're able to offer a variety of solutions and services to help you create a digitally connected older adult living environment that elevates the resident and patient experience and enhances your organizational competitiveness.

CDW

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Amazing happens when technology enhances life experiences at any age.

Contact your CDW account team or visit CDWG.com/SeniorCare.

CDW Healthcare

Sources:
[1] RentCafe, "Five Ways Technology Connects Senior Living Communities," October 2024
[2] American Health Care Association (AHCA), "Facts and Figures, Assisted Living," October 2024
[3] National Poll on Healthy Aging, "Older Adults' Preparedness to Age in Place," April 2022

CDW®