



“ALEXA, IS THE MAIL HERE?”

How K4Connect FusionOS integrated technology decreased Cypress Cove concierge desk call volume by over 87%, boosting staff efficiency and increasing resident satisfaction.

AT A GLANCE

CHALLENGES

- High volume of calls to the concierge desk
- Inefficient resident notifications

SOLUTIONS

- "Mail Is Here" button
- Alexa voice-enabled real-time updates

RESULTS

- 87.5% decrease in call volume; over 50 staff hours per month saved
- Enhanced resident communication

INTRODUCTION

Cypress Cove, located in Fort Myers, Florida, is a premier senior living community focused on a vibrant, resident-centered lifestyle.

As a K4Connect partner, Cypress Cove embraces the full K4Community Suite of solutions, and FusionOS Integration and Data Management platform, to enhance operational efficiency, promote resident engagement and well-being, and uphold its commitment to exceptional care.

In this case study, discover how Cypress Cove leverages K4Community Voice with Amazon Alexa through FusionOS to transform mail notifications to residents. K4Connect's innovative "Mail Is Here" solution streamlines notifications, reduces staff workload, and enhances resident satisfaction, showcasing technology's role in boosting efficiency in senior living.

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Partnering with K4Connect to develop the 'Mail Is Here' solution has been transformative for Cypress Cove. By streamlining mail notifications, we've saved over 14 hours of staff time each week, allowing our team to focus on meaningful, high-touch resident care. Residents love the convenience of asking Alexa for updates—not only about mail but also for dining options, events, room-to-room calling, and even initiating work orders. This aligns perfectly with our mission to enhance their quality of life. K4Connect's expertise and dedication have made this an incredible success, showcasing how thoughtful technology can elevate the senior living experience.

JOE VELDERMAN

Vice President of Innovation, Cypress Living



THE CHALLENGE: CENTRALIZED MAIL & HIGH VOLUME OF INQUIRIES

Cypress Cove, dedicated to delivering top-tier concierge service, understands that communication and connection are vital to resident satisfaction. For many residents, timely access to mail and packages serves as a key link to loved ones. However, like most senior living communities, mail at Cypress Cove is centralized in a communal mailroom, requiring residents to make trips to check for deliveries without a reliable notification system.

This system created a significant challenge: Out of 425 apartments, on average 10% called the front desk inquiring about mail being delivered. This equaled to over 40 calls per day, with each call averaging 3 minutes, totaling 120 minutes of staff time daily, as many as 14 hours per week. While these conversations offered meaningful personal interactions, they also diverted staff resources from other critical, high-touch concierge services. Cypress Cove needed a solution to streamline mail notifications while preserving its commitment to exceptional resident care.

THE SOLUTION: "ALEXA, IS THE MAIL HERE?"

Cypress Cove addressed the challenge with an innovative solution that leverages K4Connect's powerful FusionOS platform to seamlessly integrate Voice technology using Amazon Alexa, simplifying mail notifications and enhancing both resident experience and staff efficiency. Staff now receives approximately 5 calls per day, over an 87% decrease in call volume from 40 calls per day.

How it Works

When mail is delivered to the communal mailroom, the mail carrier presses the "Mail Is Here" button, which triggers an automatic update in K4Community Team Hub. This update functions as if a staff member manually notified residents, eliminating the need for additional staff involvement. Residents can then simply ask their voice-activated smart home device, "Alexa, is the mail here?" to receive real-time updates, ensuring they only visit the mailroom when necessary.

By automating this process, FusionOS reduces call volume to staff while maintaining Cypress Cove's high standards of communication and care. This streamlined approach saves staff time, empowers residents, and reinforces the community's dedication to innovation and excellence.



RESULTS AND IMPACT

✓ IMPROVED OPERATIONAL EFFICIENCY

The seamless FusionOS integration of the "Mail Is Here" button with voice-enabled Alexa smart home devices allows for a more efficient, automated process, reducing staff workload while maintaining a high level of service for residents.

✓ TIME SAVINGS FOR STAFF

The automated notification system drastically reduces the volume of daily calls to staff about mail status by 87.5%, saving over 50 hours per month. This reclaimed time allows staff to focus on high-touch, concierge-level services and additional meaningful interactions with residents.

✓ ENHANCED RESIDENT EXPERIENCE AND SATISFACTION

With voice-enabled Alexa smart home devices, residents can effortlessly check their mail delivery status with a simple voice command; enhancing independence, reliability, and accessibility while providing a seamless, hands-free experience that fosters satisfaction and ease of use. This innovative approach underscores Cypress Cove's commitment to a connected, resident-centered living experience.

CONCLUSION

Cypress Cove and K4Connect remain at the forefront of innovation, committed to redefining senior living through cutting-edge technology. By continuously exploring new ways to streamline operations, enhance resident engagement, and prioritize exceptional care, they set a standard for connected, efficient, and vibrant communities.

READY TO TRANSFORM YOUR COMMUNITY?

Discover how K4Connect's technology solutions can revolutionize your senior living community. Contact us today to learn how FusionOS, K4Community, and our suite of integrated tools can help you optimize operations, enhance resident satisfaction, and achieve your community's mission. Together, let's build a smarter future for senior living.



Schedule A Demo Today

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