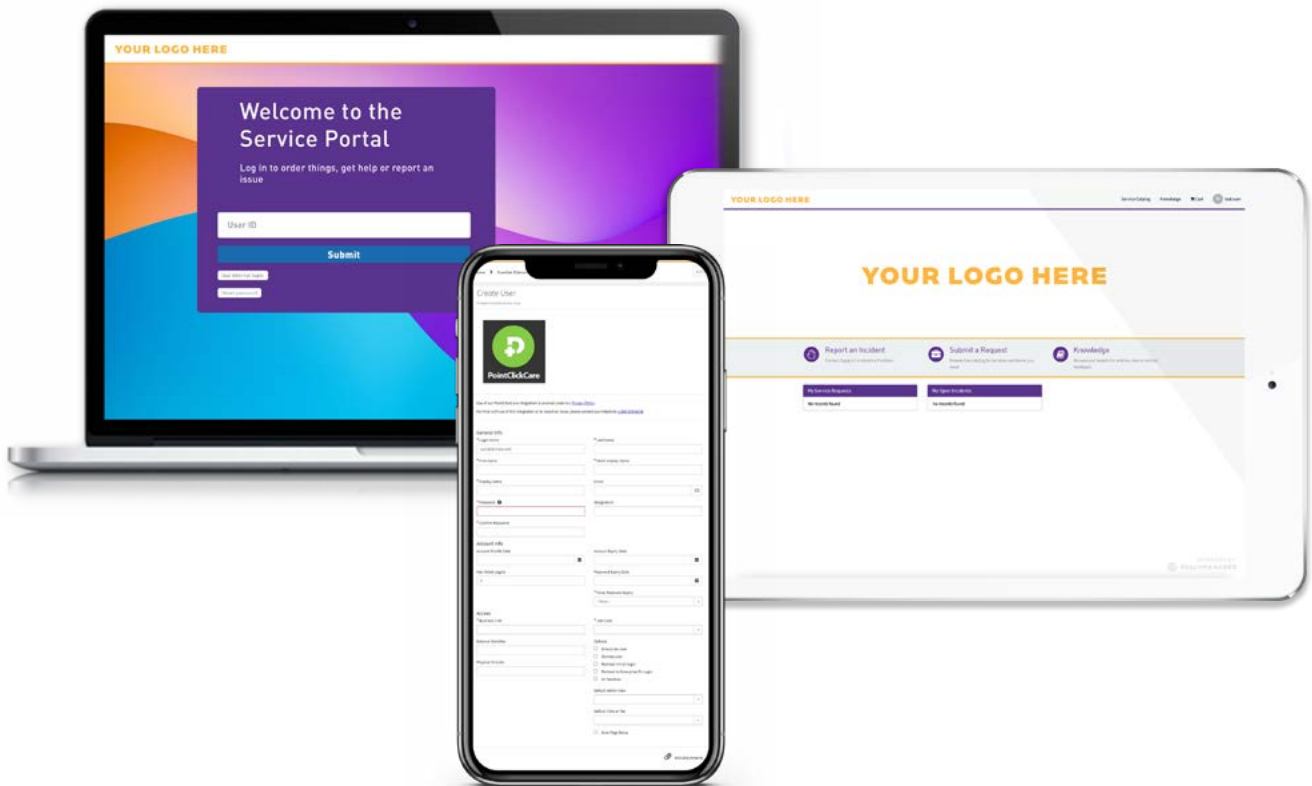# GRANDCENTRAL
SENIOR CARE

IMPROVE CRITICAL SENIOR CARE PROCESSES WITH EFFORTLESS AUTOMATION

THE CHALLENGE

Time-consuming and outdated manual processes around critical activities like user account provisioning (UAP) and password resets are roadblocks to greater efficiency, productivity, and security. Senior Care communities also face a relentless push to transform how they operate and to consider how technology can help them move forward.

THE SOLUTION

Fully Managed GrandCentral Senior Care (GCs) is designed to help providers modernize and automate critical processes , saving time, budget, and boosting security efforts. Direct integration with PointClickCare creates smooth, efficient practices, delivering what your team needs in minutes, not hours or days.

Easy to use and customizable to your brand, GrandCentral Senior Care makes it easy to automate and manage user account setup and deactivation, from anywhere at any time.

FULLYMANAGED
CREATING PEACE OF MIND

Fully Managed is a leader in digital business transformation. As a ServiceNow Elite partner, we enable organizations to navigate and excel in the digital-first work world. Our mission is Creating Peace of Mind through better IT, customer and employee experiences to make work flow!

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A GATEWAY TO AUTOMATION

GCs is an easy-to-implement first step towards process improvement, enhanced productivity, time savings, and improved resource allocation. With GCs you can:

AUTOMATE USER ACCOUNT PROVISIONING
Direct integration with PointClickCare means no extra steps in onboarding and offboarding
- Easy, efficient setup of new user accounts
- System flexibility allows you to make modifications on the fly
- Ability to pre-set expiration dates for management of short-term users like agency staff and surveyors

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IMPROVE SECURITY & PEACE OF MIND
Automated UAP paves the way for enhanced security measures
- Meet increasing industry demand for heightened security protocols
- Enable implementation of secure single-sign on for PointClickCare users
- Create auditable trail of record creation and actions

STANDARDIZE PROCESSES, CREATE EFFICIENCY
Automation helps you create accurate, repeatable processes
- Accelerate automation plans to include self-service password resets
- Establish new, improved processes to support care teams and residents
- Improve resource allocation and efficiency across multiple departments

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ADDITIONAL FEATURES & BENEFITS

- Rapid ROI and value realization

- Easy-to-use interface customized to your brand

- Direct integration with PointClickCare

- Automated routing to IT support if errors detected

- Full visibility into system transactions on GCs dashboard

- Built on ServiceNow® workflow automation platform

- Pre-configured solution gets you up and running quickly

- Powerful platform for IT service management and organizational process automation

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