

# Abel Solutions Partnership Streamlines Operating Efficiency—and Resident Care —at Manor Lake BridgeMill

When Beacon Communities, Inc. and Manor Lake Development joined forces to develop a group of world-class, high-tech assisted living and memory care facilities, they wanted their equipment and service vendors to be world-class, too. Leadership in both firms view vendors as partners, so when they found Abel Solutions through an existing, fruitful partnership, it seemed like a natural fit.

What management at neither firm expected was the extent to which the Abel Solutions implementation would enhance the quality of service for everyone involved — from staff and patients to the investors themselves. “Abel Solutions has really been a one-stop shop for us,” says Manor Lake Vice President of Construction Thomas (Tom) Kane. “We know they have our back and best interest at heart.” So successful was their first project together that Abel Solutions was awarded contracts for the next five planned Manor Lake facilities.

## CHALLENGE

- Design, deploy and configure an advanced Wi-Fi and low-voltage system for a new assisted living and memory care facility while helping client overcome challenges presented by other platform vendors.

## SOLUTION

- Provide not only solution expertise, but also training, post-go-live-support, and expert vendor and project management skills to ensure 100% client satisfaction.

## RESULTS

- Investors have achieved all of their goals for the facility and have hired Abel Solutions to develop five more locations.

## A SUPPORTIVE RELATIONSHIP FROM START TO FINISH

As the project moved forward, Kane saw just how much of a one-stop-shop Abel Solutions could be. “At BridgeMill, we had five players on the IT side. When system problems arose, it became a difficult situation of determining which service provider was causing the problem,” Kane says. “Abel could tell us, ‘It was this company’s problem,’ and point out where the blame lay. A few times, Brandon [Aiken; Abel Solutions’ Senior Network/Systems Engineer] got into the system and fixed the issue himself.”

“When we experience a glitch with any of our providers, it’s easier to call Abel Solutions and tell them, ‘This is what’s happening,’ continues Kane. “Brandon answers my call almost every time and if he can’t, he calls me back in 5-10 minutes. He helps us figure out which provider’s equipment is causing the issues.”

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## ACCESS FOR EVERYONE

On the technology side, Beacon Communities Chief Operating Officer John Elliston was impressed by the extent of capabilities Abel Solutions put into play. “We use the Wi-Fi and low-voltage network for everything from the nurse call system to RFID door locks, which are opened with a fob rather than a key,” says Elliston. “We have a paperless, laptop-driven system that electronically records when residents take their meds.”

“The Wi-Fi supports our internet-connected digital signage programming, Osborn Visual Systems, so families can go online and see what activities are happening,” Elliston continues. “Abel Solutions even configured secure, resident-by-resident Wi-Fi, so everyone has a unique user name and access codes,” he says.

## SERVICE WHEN IT MATTERS—AND PEACE OF MIND

When asked what else stood out about Abel Solutions’ work at BridgeMill, Elliston notes, “We have peace of mind, thanks to Abel Solutions’ responsiveness. My staff feels they don’t have to wait and hope that something will be addressed. If they had a problem at BridgeMill, Abel Solutions came right out and took care of it.” Viewing the project from an operations perspective, Kane concurs. “After our security camera vendor completed the installation, they declined to handle monitoring. Abel Solutions took over and provided ongoing management and monitoring of the system to make sure it’s functioning properly.”

“Their proactive attitude and service also enabled us to cut down the number of vendors in our new Gainesville facility,” Kane continues. “Abel Solutions is doing the same scope as BridgeMill, but they took on more responsibility. As with all of our vendors, the relationship is really a partnership. When you have a good partner, like Abel Solutions, you know you can ask them to the dance again.”

## About Beacon Communities LLC.

Beacon Communities LLC is a privately owned real estate firm that develops, acquires, invests in, and manages a wide range of multi-family housing. Their portfolio includes affordable housing, market rate housing and mixed income-housing. Their developments range from new construction, to historic adaptive reuse, to the renovation of existing housing. They take on challenging developments and make them succeed. For more information, please visit [www.beaconcommunitiesllc.com](http://www.beaconcommunitiesllc.com).

## About Manor Lake Development

Manor Lake Development LLC specializes in the development and ownership of senior living, student housing, and multi-family real estate assets in the Southeastern United States. Our leadership has a combined 100+ years of real estate and financial services experience with a keen commitment to providing quality properties in key market zones. For more information, please visit <https://www.manorlakedev.com/>

## About Abel Solutions

For 25 years, Abel Solutions has focused on helping our customers develop and deploy solutions that deliver Business Excellence in terms of profitability, productivity, and competitive leadership. We believe that the most effective solutions are those that leverage and combine a customer’s current strengths and assets with new people, process, and technology capabilities to accomplish business goals. Our consultants deliver a portfolio of services including business strategy, collaboration solutions, dashboards and analytics, and managed cloud and IT services. To learn more, go to [www.abelsolutions.com](http://www.abelsolutions.com).

