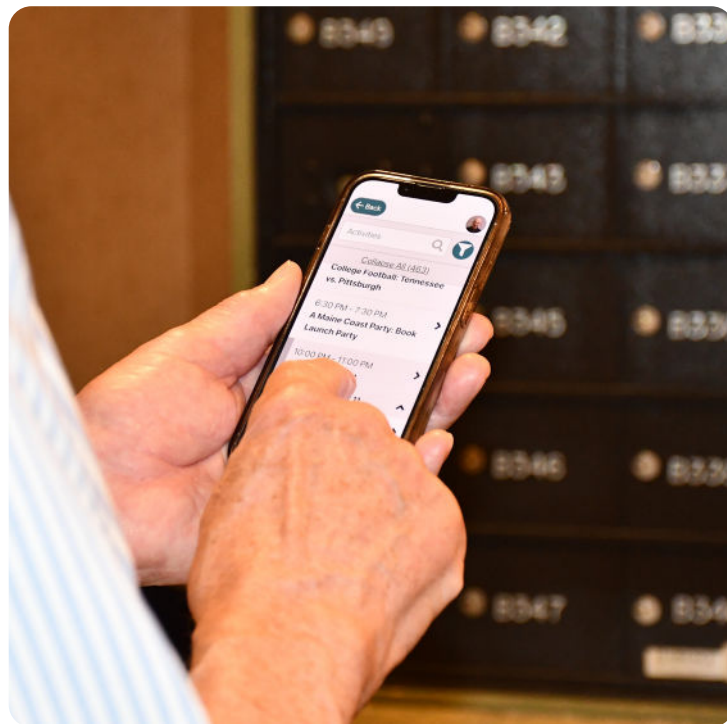


The Heritage at Brentwood.

The Heritage at Brentwood is a senior living community based in Brentwood, Tennessee that has served its residents for fifteen years. The community features a vibrant and timeless design that encourages its residents to have a fulfilling life with wide open spaces and plenty of opportunities for residents to meet and interact.

Residential accommodation options include continuing care retirement and independent living available in the 314 living accommodations. The community was designed to be a private-like residence combined with socialization opportunities. The Heritage's mission is to "provide unmatched living accommodations for seniors that create confidence and enhance their quality of life" which aligns with the products and services Uniguest offers through its Touchtown platform.



Building a better community

The Touchtown platform was initially implemented in the community with the original rollout being an in-house TV channel to improve and personalize communication. With years of use and positive feedback from both staff and residents, The Heritage decided to implement more of Uniguest's senior living products as they recognized they needed another solution for resident communication.

Via Content Manager, Touchtown products and solutions are seamlessly connected across the community providing staff with an effortless way to centrally manage and share community messages and announcements.

THE
HERITAGE
AT BRENTWOOD®
SENIOR LIVING



Community content can be switched instantly from the Content Manager with a few mouse clicks.

Daily news and social activities are programmed to the in-house TV channels and the Touchtown app, an innovative solution that advertises and delivers community information directly to residents through their smartphones, desktop computers, tablets no matter where they go. Furthermore, integration with Alexa offers more than one option as to how information can be accessed, meaning residents have the choice as to how they receive and digest content.

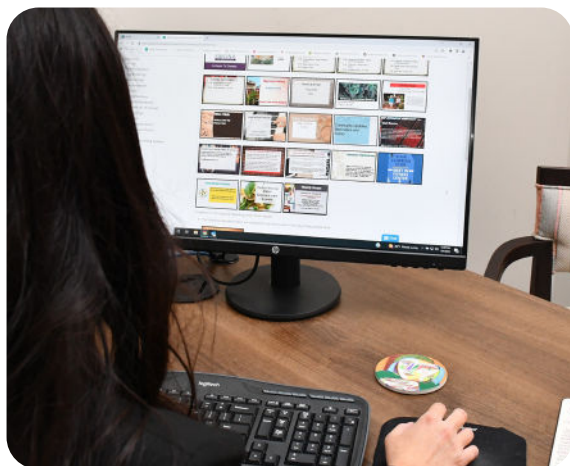


For additional communication across the community, digital signage is viewed in high-traffic areas located in the health center, assisted living, resident mail room, and larger communal areas displaying the various activities and events planned for each day of the week. The Heritage has also installed touch screens that residents can interact with, and which can be easily updated from any computer.

Resident Freedom and Independence

Residents at The Heritage can enjoy freedom and independence with the Touchtown app which includes resident and staff directories, enabling residents to stay connected with both staff and other community members even when they are away from the community.

The transition to using mobile devices and the Touchtown app has allowed for a reduction in paper waste as calendars, event flyers, resident directories, and dining menus are all key features of the app.



The Touchtown staff app has also been a valuable tool for The Heritage's Human Resources department giving staff a convenient way to send out messages directly to staff daily.

One thing that attracted me the most was how the Touchtown solutions communicate with each other

Ashlie Burnett

Director of Community Life | The Heritage

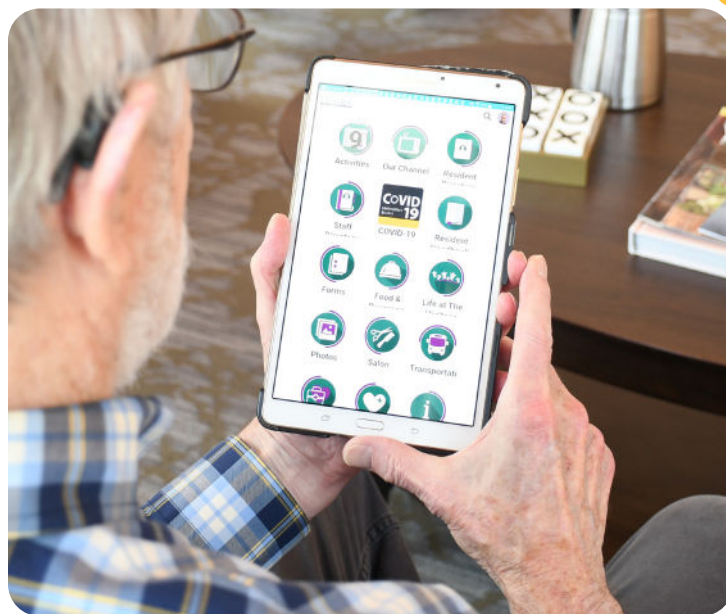


Any time-sensitive documents and information necessary for the community staff can be sent directly using the Touchtown platform.

Vendor Relationship

Transitioning to fully integrate the Touchtown platform was a seamless process directed by dedicated project managers, with staff available 24/7 for any questions and technical challenges.

Uniguest's Touchtown platform will continue to be the primary solution for The Heritage at Brentwood as it supports staff in providing the best care for the residents through the deployment of its market-leading technologies.



I like to say the Touchtown staff rolled out the red carpet for us when we were creating our app. They really walked us through the entire setup process and continue to offer a strong relationship.

Ashlie Burnett

Director of Community Life | The Heritage at Brentwood

