

## Friendship Village of Columbus

Friendship Village is a Life Care Services managed senior residence community located in Columbus, Ohio. The community houses approximately 450 residents through its independent living, assisted living and health center facility. Friendship Village uses FullCount software by Alliance Technologies to manage the intricacies associated with their dining room meals program.



### **Joy Keller, Office Manager for Food Services at Friendship Village of Columbus describes how the FullCount software has impacted their operations.**

Overall, FullCount makes it easy for us to track and manage everything associated with our resident meals, such as accounting for daily visits, monthly totals and guest meals. Plus, FullCount has an automatic billing component, and that makes our month-end reconciliation process easy. The reporting within FullCount is very convenient. Often I can view all of the information I need within a single screen. FullCount makes the process for printing month-end management reports a breeze. FullCount is also a big time saver for our staff, as it reduces labor hours for data entry. Using the barcode scanners allows us to efficiently scan the information into the system. ***In fact, FullCount has cut our administrative time for managing resident meal charges in half.*** Obviously, this is beneficial because it frees up more staff time to spend with our residents.

We also use FullCount to manage special events, room trays and grocery purchases. The entire process we use for resident meals, in conjunction with FullCount software, makes it easy for our residents, which is very important to us.

The customer service we receive through Alliance Technologies is excellent. The support staff for FullCount is very positive and helpful. In one situation I needed to get help right away, and I received a response within minutes! The support team takes into account my suggestions and keeps an open line of communication with me for enhancement requests. In the past when I have suggested changes they responded quickly and kept me informed throughout the entire process - they also ended up implementing almost everything I suggested. It's a pleasure working with a software company that listens and responds to our needs.

Having a web-based system like FullCount is also a benefit for us, as we do not have to maintain, install or manage the application ourselves. Combined with excellent customer support, this lifts a large burden off of our shoulders.