

MIX Networks Use Case: Senior Facilities

Business Context and Market Signal

The senior care industry is undergoing a critical infrastructure transformation as senior facilities and healthcare operators face the urgent need to replace aging copper POTS (Plain Old Telephone Service) lines while maintaining essential life-safety systems. This transition is being accelerated by the widespread adoption of hosted VoIP and Unified Communications as a Service (UCaaS) solutions, driven by three key factors: cost control imperatives, enhanced mobility requirements, and stringent regulatory compliance demands.

Facilities must ensure seamless operation of mission-critical systems including fire panels, elevator emergency phones, emergency call systems, and essential fax workflows for protected health information (PHI). The challenge lies in modernizing telecommunications infrastructure without compromising the reliability and regulatory compliance that these life-safety systems demand.



Representative Market Size and Momentum

The market opportunity for this transformation is substantial and growing rapidly. The VoIP market is projected to reach approximately \$145 billion in 2024, with aggressive growth expected to reach \$326 billion by 2032, representing a compound annual growth rate (CAGR) of 10-11%. This growth trajectory is further supported by UCaaS adoption, which is expected to maintain high-teens CAGR through 2033, indicating sustained momentum toward cloud-based telephony solutions across healthcare and senior living sectors.

Priority Use Cases for Assisted Living Facilities



1. Life-Safety POTS Replacement

The most critical use case involves maintaining life-safety system integrity during the transition from copper lines. This includes fire panels, elevator emergency phones, and resident call systems, all deployed through certified gateways equipped with LTE failover capabilities and 48-hour battery backup systems to ensure uninterrupted emergency communications.

2. Resident and Family Communications

Modern senior facilities require sophisticated communication systems that support resident dignity and family connectivity. This encompasses hosted PBX systems in resident rooms, voicemail-to-email functionality, and seamless number portability to minimize disruption during resident relocations between care levels or facilities.



3. Nurse and Staff Coordination

Efficient care delivery depends on rapid staff communication and coordination. Mobile softphone deployment, team messaging platforms, and integrated overhead paging systems enable faster response times to resident needs and emergency situations, directly impacting care quality and safety outcomes.

4. Fax Communications for PHI and Records

Healthcare compliance requires reliable transmission of protected health information. Analog fax handoff capabilities ensure seamless communication with pharmacies, laboratories, and physicians, while maintaining comprehensive audit trails necessary for regulatory compliance and quality assurance.



5. Business Office and Front Desk Operations

Administrative efficiency is enhanced through auto-attendant systems, hunt groups for call distribution, and sophisticated after-hours routing capabilities that can span multiple campus locations, ensuring consistent communication management across the entire facility network.

Solution Elements from MIX Networks

MIX Networks addresses these complex requirements through a comprehensive solution architecture designed specifically for senior care environments:

Infrastructure Modernization: POTS replacement utilizing 90X1/90X2 gateways that maintain existing analog endpoints online, preserving investment in current life-safety equipment while enabling modern telecommunications capabilities.

Hosted Communications Platform: Complete hosted PBX solution featuring enhanced 911 (E911) capabilities, call recording for compliance and quality assurance, and interactive voice response (IVR) systems optimized for family and vendor communications.

Resiliency and Redundancy: Multi-layered approach including dual-path connectivity options, LTE failover systems, and comprehensive power backup solutions to maintain life-safety calling capabilities during any infrastructure disruption.

Compliance Framework: Solution architecture aligned with critical industry standards including UL-864/NFPA 72 for fire safety systems, Americans with Disabilities Act (ADA) accessibility requirements, and ASME A17.1 elevator safety standards, ensuring regulatory compliance across all applicable environments.

Key Performance Indicators and Expected Outcomes

The implementation of MIX Networks solutions delivers measurable improvements across operational and financial metrics:



Cost Reduction: Facilities typically achieve greater than 60% monthly telecommunications cost reduction compared to legacy line services, with representative cases demonstrating significant ongoing operational savings that improve facility financial sustainability.



Reliability Performance: Zero missed alarm transmissions during power or internet outages, achieved through comprehensive failover systems that maintain life-safety communication integrity under all operating conditions.



Operational Efficiency: Measurably faster staff response times through unified softphone deployment and integrated paging systems, directly contributing to improved resident care quality and safety outcomes.



Compliance Assurance: Comprehensive audit trails and system monitoring capabilities that support regulatory compliance requirements while reducing administrative burden on facility management teams.

