MY resource PARTNERS
TECHNOLOGY RESOURCES FOR BUSINESS

HOME HEALTH CLIENT STORY

HOME HEALTH FRANCHISE

One “franchise-in-a-box” platform for 300+ home health locations

Small office teams were coordinating hundreds of caregivers with an outdated phone system. We packaged AI-powered communications, internet and an HR hub into one standard every franchise can deploy, and onboarding time fell 30%.



THE RESULT
30%
reduction in onboarding time

300+
Franchise locations on one standardized platform

30%
Reduction in onboarding time

400–800
Caregivers coordinated per franchise

THEIR STORY

When a small office coordinates hundreds of caregivers, every missed text or call can affect someone’s care.

Our client is a national home health provider with more than 300 independently owned franchise locations. Each franchise has a lean administrative team managing 150–200 clients and coordinating 400–800 caregivers, so fast, reliable communication is critical to quality of care.

AT A GLANCE

INDUSTRY
Home health franchise

FOOTPRINT
300+ independently owned franchise locations nationwide

SERVICES
AI-Powered Phone System · Internet · Microsoft 365 · SharePoint

The challenges

- **Outdated phone platform.** The system lacked real-time, team-based texting, which is critical for caregiver scheduling.
- **No CRM integration.** Communication tools didn’t connect to the CRM, requiring manual data entry and follow-up.
- **Manual onboarding.** Fragmented HR and training processes slowed onboarding and limited scale.
- **High volume, small teams.** Small teams were overwhelmed by communications with hundreds of clients and caregivers.
- **Inconsistent technology across franchises.** Independently owned locations had no standard technology stack.

WHAT WE DID

The solutions

Our advisors designed a “franchise-in-a-box” technology package to standardize communications and operations across all locations.

AI-powered unified communications

A cloud phone system built for caregiver coordination:

- Team-based texting for real-time scheduling
- AI-generated call recaps to cut manual notes
- Video meetings with automatic transcription
- CRM integration so every conversation is logged

Bundled connectivity and productivity

A turnkey package of enterprise-grade internet and Microsoft 365 licensing for consistency across every franchise.

SharePoint HR and training hub

Standardized onboarding, centralized training materials and streamlined HR workflows across all locations.

THE RESULTS

What changed

- **30% faster onboarding.** Central HR and training resources sped up new-hire ramp-up.
- **Better caregiver coordination.** Real-time team texting enabled faster scheduling decisions.
- **More administrative capacity.** AI call summaries and transcriptions cut manual work so staff can focus on higher-value tasks.
- **Better data visibility.** CRM-integrated communications eliminated silos and improved tracking.
- **A repeatable franchise model.** The standard package deploys quickly with consistent performance across 300+ locations.

> KEY TAKEAWAY
>
> We turned a fragmented technology environment into a standardized, scalable platform, so the franchise network can grow confidently while keeping cost and risk under control.

Is your team buried in calls and texts?

Let’s explore how AI-powered communications can give your staff time back and keep caregivers in sync.

SCHEDULE A CONSULTATION

myresourcepartners.com · 561.614.1500 · Results are the proof. Relationships are the reason.