

## Lifeway Mobility Adapts to Remote Work with Acumatica



“The implementation of Acumatica allows us to look at our metrics on a day-to-day, real-time basis. We can see what our operational impacts are which allows us to make better decisions during this chaotic time. None of that was possible with our prior systems.”

– Bryan Mullen, SVP, Shared Services

### OVERVIEW

Lifeway Mobility, a healthcare products supplier, chose Acumatica as its platform for rapid growth prior to the global pandemic. The cloud-based solution enabled all administrative and customer service staff to transition to home-based remote work without interruption.

### STAY CONNECTED

Lifeway Mobility supplies ramps, stair lifts, wheelchair lifts, transfer aids, and bath safety solutions to individuals and businesses in multiple states through its seven offices. Founded in 2015 and backed by a private equity firm, Lifeway has grown through acquisition and has plans to become the leading supplier of mobility equipment nationwide. The business has been classified as an essential business during the pandemic but smoothly transitioned all staff who are not installing mobility solutions to work remotely in accordance with their safety first policy.

“All of our office workers are remote,” says Bryan Mullen, SVP of Shared Services. “All of our customer service employees are working from their homes at this time. We use Acumatica to task individuals with specific work and our integrated phone system acts as a call center. Acumatica gives us the flexibility to operate as if we are all in a single location.”

### REMOTE ACCESS

Lifeway’s technology and system strategy is to be location agnostic while keeping its staff fully connected and productive. “We are leveraging resources across our geographically dispersed organization and providing support to our operations in any location,” Mullen says. “We chose Acumatica specifically for its cloud presence, its mobile application, and its ability to allow us to connect our business.”

“We even migrated our largest office onto the Acumatica platform during this most trying time,” he adds. “The training, data migration and support were all done remotely by our staff and supported by the team at CAL Business Solutions. Together we have adapted and are working harder than ever to deliver goods to our customers in need across the various communities we serve.”

### WORK SAFELY & SECURELY

Lifeway Mobility’s data is hosted in the cloud by Acumatica and Amazon Web Services “So we are very confident that the data we maintain on behalf of customers is secure,” says Mullen. Lifeway executives don’t have to worry about network intrusion, data center security or data integrity. “Each of our seven locations has a zero IT footprint so we don’t have to worry about server maintenance. We rely on the security structure managed by Acumatica and AWS to keep our data safe.”

### REAL-TIME BUSINESS INSIGHTS

Lifeway has created extensive financial and operational dashboards specific to employee functional roles to provide actionable information across the company. “Yesterday we had an all-hands meeting using video-conferencing technology available through our new phone system and went over the data that is accessible to each employee,” Mullen says. “We’re asking them to look at daily metrics to understand what’s happening across our business and how we are responding to the events going on around us. They can see trends, see how their actions impact our business overall, and understand why the senior leadership team is making the decisions they are, especially during this pandemic.”

#### COMPANY

- **Location:** United States
- **Industry:** Direct to Consumer: Healthcare Mobility Equipment Supplier

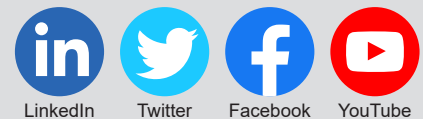
#### NO. OF EMPLOYEES

- 100 employees

#### PRODUCTS IN USE

- Acumatica Financial Management, Advanced Inventory and Order Management, Fixed Assets and Acumatica Customer Management, Field Service management

#### CUSTOMER SOCIAL SHARING DETAILS



#### PARTNER DETAILS



CAL Business Solutions, Harwinton, CT

“Our field workers who are delivering and installing critical equipment into people’s homes are staying safe and remain fully connected using the Acumatica mobile application.”

– Bryan Mullen, SVP, Shared Services

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