

Expert Home Care Just a Call Away

Homewatch CareGivers is a network of home care specialists across the United States and Canada. They specialize in what is known as “home care,” in which a trained caregiver helps clients with the activities of daily living in their own home. Homewatch CareGivers was founded in 1980 in Denver, Colorado and has since expanded to over 200 franchises across North America.

Tim and Rebecca Bodor are the owners of Homewatch CareGivers of Loudoun in Sterling, Virginia. Their office opened its doors to provide care for the people of Sterling and the surrounding areas in the Spring of 2015.

The Challenge

In the home care industry, having a reliable and versatile phone system is absolutely crucial. Tim and Rebecca’s franchise needed a phone system that could do different things based on the time of day — such as activating Auto-Attendants with different options, redirecting calls to the on-call caregiver, or sending emergency notifications. Just as importantly, they needed a phone system that allowed them to work remotely without giving out their personal cell phone numbers.



Industry

Home Care

of Franchises

200

Primary Features

Auto Attendants

Mobile App

Time Conditions

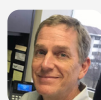
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I was very happy to go with FluentStream for my franchise, because they have a full-featured solution at a very reasonable price.

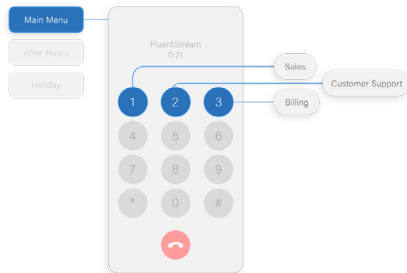


Tim Bodor
Homewatch CareGivers



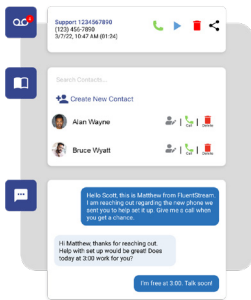
The Solution

The Sterling branch of Homewatch CareGivers needed a reliable, easy-to-use phone system that can also notify employees wherever they are, day or night. With these needs and features in mind, Tim and Rebecca Bodor decided a business phone system from FluentStream was their best option.



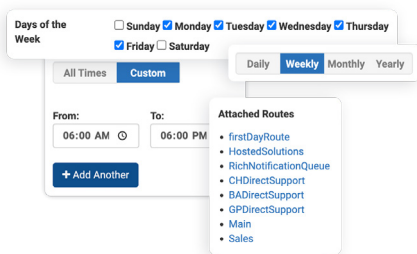
Auto Attendants

Auto attendants help Homewatch Sterling direct callers to the right people and provide a consistent, quality experience for every client.



Mobile App

The Mobile App makes it easy for the Bodors and their staff to be available anywhere, anytime without having to give their personal information to clients.



Time Conditions

Automated options ensure every client can still leave a message, report an emergency, or reach the on-call employee no matter what time it is.

Growing Together

Today, FluentStream provides communications for 20+ Homewatch CareGivers locations as well as their corporate headquarters.

We work directly with every franchise to identify both their current needs, and how they'd like to improve their communications in the future. Then our experts get to work building the custom business phone system of their dreams!