



KAJEET® SUCCESS STORY

Claris: Bridging the Digital Divide for Seniors and Beyond



Claris Healthcare serves homebound aging adults with enterprise remote care solutions that meet their mental and physical needs, allowing them to age-in-place while remaining safe and connected to their communities. Working with state and local units on aging and other organizations dedicated to senior care, Claris works to bring remote care into the home while reducing the cost of healthcare delivery.

Solutions Supporting Aging Adults

While several resources exist to support the physical, mental and social wellbeing of seniors — such as senior centers, bingo nights, and congregate meal programs — many aging adults are prevented from participating in these opportunities. Due to the in-person nature of these programs, millions of seniors that are socially isolated and homebound are limited from participating in these vital activities due to age, poor health and/or a lack of transportation.

This is where the **Claris Companion** solution comes in. This tablet-based solution is designed to be easy to use for seniors — many of whom may be learning to interact with technology for the first time — allowing them a greater sense of independence and connectedness with their family and caregivers.

The Claris Console and mobile apps enable caregivers to remotely manage hundreds or thousands of Claris Companion tablets while allowing friends and family to communicate with their loved ones securely. The Claris Insights platform sits atop the solution and provides organizations with a viewpoint into utilization, engagement, and overall program success.



The Challenge

Currently, nearly **22 million** (42%) of older Americans do not have broadband access at home. To best serve these aging adults — as well as to make it easy for state and local agencies to roll out — it is crucial that the Claris solution comes ready to use out-of-the-box, without needing to rely on seniors' home Internet access.

Previously, these requirements came with their own set of challenges for the Claris team:

- **Connectivity:** Claris was working with a major wireless carrier to provide the data connectivity needed for its solution, and struggled with inconsistent service and lackluster support.
- **Logistics:** As the business grew, it became increasingly complex to procure large quantities of tablets and provision them efficiently — all in-house.

These challenges led the Claris team to seek a partner relationship that could resolve some of these issues, freeing them up to do more of what they do best: serving seniors.

Partnering with Kajeet: Comprehensive Support

To scale their services effectively and meet growing demand, Claris partnered with Kajeet. Not only would Kajeet's expertise in the wireless industry benefit Claris, but its in-house logistics solutions could alleviate much of the burden on the Claris team.

Kajeet now supports Claris' solutions in a number of ways, including:



Managed Connectivity

Through its partnerships with all major U.S. wireless carriers, Kajeet ensures reliable data connectivity for the Claris solution. Kajeet also facilitated the seamless rollover of lines from the previous provider, enhancing the solution's overall service quality.



Tablet Procurement & Logistics

Kajeet also manages the sourcing, provisioning, and shipping of tablets for Claris solutions. This includes Claris's marketing materials, cases, styluses, and charging blocks in the kitting process, ensuring that every device is ready for immediate use upon delivery.



Comprehensive Support

The Kajeet team provided expert guidance on best practices, from using third-party software to managing logistics and data plans. Their dedicated support has made a tangible difference for Claris.

Impact and Success

Through partnering with Kajeet, Claris has been able to deliver thousands of tablets to senior organizations. Recently, Kajeet assisted with the procurement, provisioning, and shipping of 3300 tablets to Los Angeles County within a short span of 2.5 months — representing Claris' largest delivery to date.

Just one example of real-life success has been the **Remote Supports Program in Colorado**. Through this initiative, the Claris Companion tablets are provided to socially isolated seniors, offering crucial daily check-ins, medication reminders, and easy communication with caregivers. This innovative approach has improved participants' sleep patterns, energy levels, and sense of security, independence, and connectedness. It has also increased efficiency for their support staff.

Additionally, a powerful anecdote from Preston County Senior Services in West Virginia underscores the critical role that Claris Companion can play in seniors' safety: during a severe storm, an aging community member was left without a phone line. Her Claris Companion tablet was this individual's only means of communication, allowing her to reach out for help during a life-threatening situation.

A Bright Future

Claris continues to innovate and expand their offerings to serve a wider range of populations.

The Claris Continuum solution pairs with remote patient monitoring devices, such as blood pressure cuffs and glucose monitors, to provide health systems and clinics with tools to monitor patients post-surgery or for chronic conditions.

And Claris solutions are not just for seniors: individuals with intellectual and developmental disabilities (IDD) can also benefit from the automated check-ins and configurable reminders provided by the **Claris Companion for IDD solution**. This tool can be a gamechanger for residential care facilities, school systems, and other organizations supporting IDD populations.

Through providing comprehensive connectivity and logistical support, Kajeet has enabled Claris to expand their services, reach more seniors, and improve the quality of life for countless individuals. **As Claris continues to grow and innovate, Kajeet remains a vital partner in their mission to connect and support the underserved.**

"What sold me on Kajeet was their willingness to be a true partner and be flexible in meeting our needs. Since we started working together, we have been able to simplify our logistics and reduce costs on data plans. **The Kajeet team has been exceptionally responsive in meeting our needs and has been a valuable asset to our business.**"

PAUL SHARMAN, COO, CLARIS HEALTHCARE

Contact us today at [Kajeet.com](https://kajeet.com) or call 877-3KAJEET to schedule a free demo.