CASE STUDY

# How Juniper Communities Turned IT Pain Points Into Long-Term Operational Confidence

As Juniper grew and its systems changed, TIS delivered responsive support and creative problem solving for lasting stability.

**CLIENT:** Juniper Communities

**INDUSTRY:** Senior Living

**LOCATION:** Bloomfield, NJ

**SERVICES:** Managed IT Services, IT Consulting & Projects

## EXECUTIVE SUMMARY

As Juniper Communities expanded and its systems evolved, technology pain points threatened to create ongoing operational friction. Technical Integration Services stepped in as a long-term IT partner, delivering responsive support, practical guidance, and creative problem solving tailored to changing needs. Over more than 20 years, TIS helped Juniper resolve recurring challenges, sustain continuity, and build lasting confidence in its technology support.

## CHALLENGES

- Growing systems and operations created new technology pain points that could not be solved with reactive support.
- Evolving business needs demanded an IT partner that could adapt quickly without disrupting daily operations.
- Recurring technical issues required timely resolution before they slowed staff and created friction across teams.
- The organization needed creative problem-solving for issues that did not fit a one-size-fits-all support model.
- Leadership needed a dependable partner they could trust as technology requirements changed over time.

## TECHNICAL INTEGRATION SERVICES'S APPROACH

## KEY ACTIONS

- Embedded as a long-term support partner, learning Juniper's environment and aligning help with operational realities.
- Responded quickly to issues as they emerged, providing dependable service that reduced disruption for end users.
- Adjusted support strategies over time as systems and workflows evolved, avoiding a rigid break-fix approach.
- Applied creative problem-solving to resolve complex or nonstandard issues tied to growth and change.
- Maintained consistent communication and follow-through, reinforcing trust across leadership and daily users.

## SOLUTIONS

- Proactive, relationship-driven IT support gave Juniper a dependable resource for evolving technical needs.
- Flexible guidance helped technology keep pace with operational growth instead of becoming a constraint.
- Responsive issue resolution improved continuity and reduced the burden on internal teams and leadership.
- A trusted advisory presence brought practical answers to new pain points as they surfaced.
- Long-term partnership support created stability, confidence, and stronger alignment between IT and operations.

## RESULTS

- **Juniper resolved many long-standing and emerging pain points as systems and operations continued to evolve.**
- **Timely, dependable support helped the organization navigate change with less disruption to daily work.**
- **Creative problem-solving became an essential part of Juniper's success as new challenges surfaced.**
- **A trusted partnership built over 20 years gave leadership confidence in both day-to-day support and guidance.**
- **TIS became viewed as an extension of the organization, strengthening collaboration and long-term continuity.**

## WHAT JUNIPER COMMUNITIES SAYS

"We've worked with TIS for over 20 years. Over that time, they have solved many pain points for us as our systems and operations have grown and evolved. Their service, timeliness, and support have been exemplary. Their creative problem-solving has been essential to our success. I would recommend them wholeheartedly to anyone looking for incredible technical support. They truly are part of the Juniper family."

— Cindy Longfellow,
Vice President of Business Development, Sales, and Marketing at Juniper Communities

## TURN IT INTO A BUSINESS ADVANTAGE

If your systems are evolving faster than your support model, partner with a team built for long-term results.

Talk to TIS

tisdcs.com

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