Cypress Glen is a retirement community situated in the heart of Greenville, NC providing a continuum of care through residential living, assisted living, long term care and skilled rehab for close to 300 residents. The welfare and on-going safety of the residents is Cypress Glen’s greatest priority.  To achieve this, it is imperative that telephone lines stay in good working order. Having been a customer for more than 20 years, Cypress Glen trusted Wallace Telecommunications, Inc., when looking for a solution.  Wallace recommended a new Mitel Platform and call accounting to implement the capacity and control needed.

This solution has provide a reliable managed onsite system since 2008, while saving time and money. PRI lines with blocks of DIDs allows staff to manage all the MAC (move, add, change) orders without the assistance of the telephone company. The call accounting software integrates with the accounting software used for billing statements and to manage telephone assignments.

Wallace has proven to be a reliable partner over the years. Cypress Glen is a 24 hour a day business so our vendor relationships must have the same priorities. Wallace responds promptly to emergencies and dispatches knowledgeable technicians to repair the issue.

Cypress Glen has a reputation throughout Eastern North Carolina of always providing quality care and service to its residents, so we recognize outstanding service when we see it.  Wallace Telecommunications continues to exceed our expectations by providing excellent customer service.

Anna W. Holloman

Executive Assistant/ Director of Communications

Cypress Glen Retirement Community