



# WELBI INNOVATION HIGHLIGHT



## COMPANY OVERVIEW

Welbi is a software company driven to improve processes and the quality of life of residents and staff in retirement communities and senior living facilities. Incorporated in November 2016, the company is looking to make a real difference in the quality of life we can provide to our elders. Welbi's solution assists staff by automating processes to boost efficiency while also providing valuable insights that can be used to increase resident engagement rates and satisfaction, allowing staff to spend less time performing administrative tasks and more time with residents providing better care and support.

**LOCATION:** OTTAWA, ON

## TECHNOLOGY



### Data Centre and Cloud

Gabriel Maldonado, Operations and Product Manager

[gabriel@welbi.co](mailto:gabriel@welbi.co)  
<https://www.welbi.co/>

Rick Penwarden, Marketing Manager

[rick.penwarden@cengn.ca](mailto:rick.penwarden@cengn.ca)  
[cengn.ca/projects](https://cengn.ca/projects)

## A NEED TO REDUCE ADMINISTRATIVE TASKS

Within retirement communities and senior living facilities, staff members (particularly recreation managers) are overworked, under resourced and forced to use older and non-technical tools. Because of this, most members spend a large amount of time doing administrative and operational tasks instead of giving care to residents. Unfortunately this lack of time for residents means a decline in their quality of life, leading them to develop physical, mental, and cognitive health issues.

## IMPROVEMENTS THROUGH AUTOMATION

Welbi is a SaaS platform bringing together powerful analytics to improve the productivity of recreational programs at senior care facilities allowing recreational teams to gain a deep and holistic understanding of their residents and help them deliver unique and exceptional programs. The platform automates processes, allowing staff to reduce time spent performing administrative tasks and increase time spent providing care and support to residents.

In addition, the platform allows recreation teams to track a variety of business and health metrics, with detailed reports that provide valuable business intelligence. Welbi also allows electronic recordkeeping, which greatly improves data security and saves the time that would have otherwise been spent on manual, paper-based record keeping. On average, each user saves approximately 30 hours of administrative work per month using Welbi.

## ROLLING OUT THE WELBI PLATFORM

Looking to increase their sales, Welbi used CENGN's infrastructure to identify and resolve issues with their application enabling them to scale their platform to their projected target of 250 retirement homes, 5,000 users, and 50,000 residents over the course of 2020. Using CENGN's expertise, they were also able to identify application bottlenecks and validate that their application can operate in a Kubernetes Cloud environment under heavy load conditions.

**“We were able to identify a few cases where some code created a large strain on our database and were able to develop a solution to resolve it.”**

**Nick Petryna CTO,  
Welbi**

