

**Meeting the
tech expectations
of the next generation of residents**

Introductions



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Today you'll learn...



How resident expectations are changing



Why infrastructure and experience now go hand in hand



What forward-thinking communities are prioritizing



How connected in-room experiences can support satisfaction and retention

The next generation of residents has arrived

Today's incoming residents:

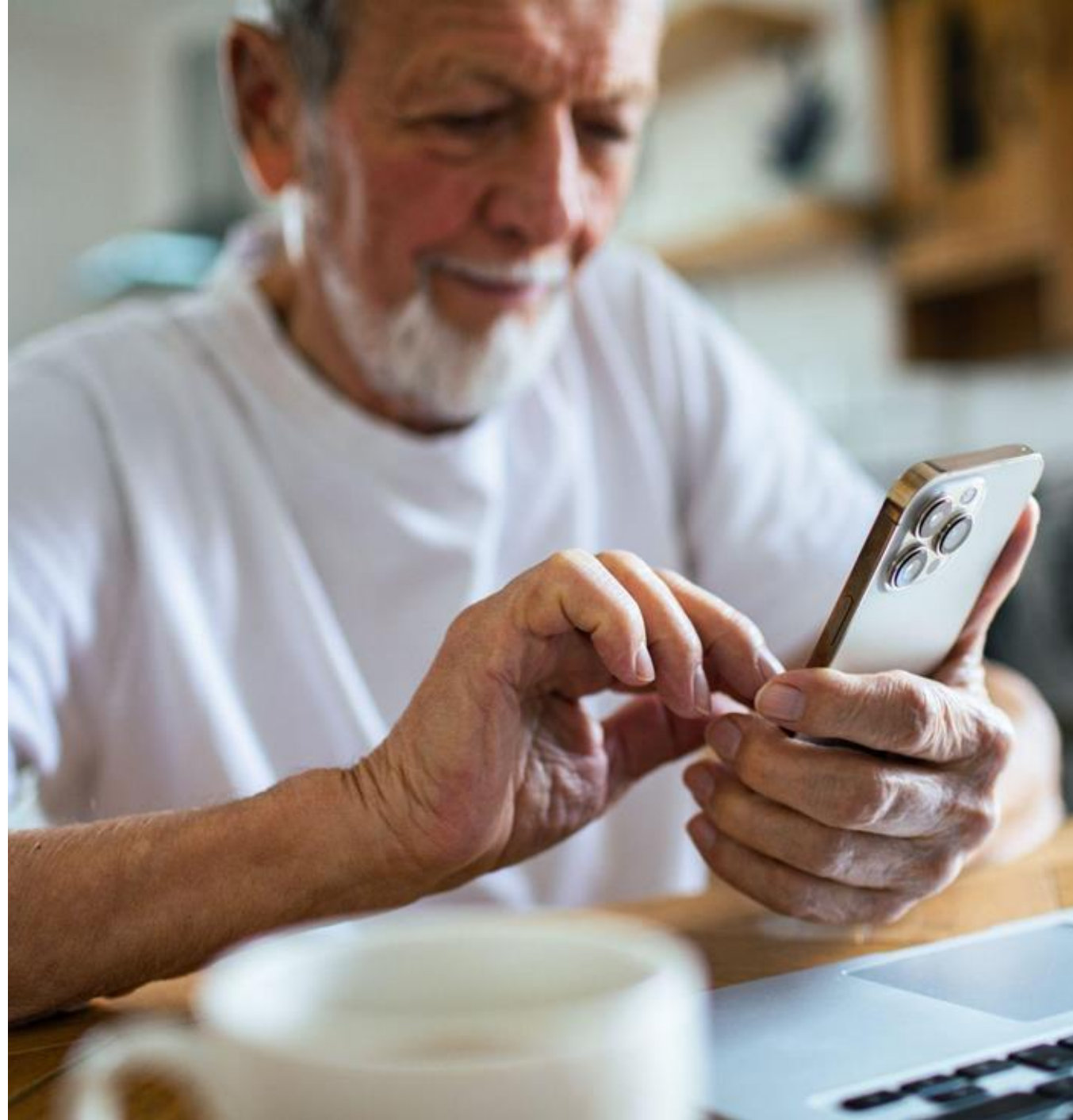
Stream content daily

Bring their own devices

Expect personalization

Stay connected with family digitally

Compare senior living to the connected experiences they have at home, in hotels, and in everyday life

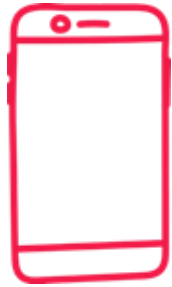


Technology expectations have changed

Today's residents are more connected than ever



80%+ of adults 50+ are **streaming viewers**, according to DeepIntent



76% of seniors 65 and older own a **smartphone**, according to Pew Research Center



70% of adults 50 and older have a **smart TV**, according to AARP



90% of adults ages 65+ are **online**, according to Pew Research Center

Why this matters to operators

Occupancy

Technology expectations increasingly influence how residents and families evaluate a community.

Retention

Residents who feel comfortable and connected are more likely to stay.

Resident satisfaction

Connected, reliable experiences shape day-to-day quality of life.

Operational simplicity

Simple, reliable systems reduce friction for residents, families, and staff.

The infrastructure reality check



In complex environments, *flexibility matters*.

There is no one-size-fits-all approach to technology in senior living. Every community has different resident needs, building layouts, infrastructure, and levels of care.

Modern expectations require infrastructure many communities were *never originally designed to support*.

- Wi-Fi strain
- Bandwidth growth
- Multiple platforms/devices
- Aging buildings
- Wireless misconceptions
- Streaming load
- Support complexity

Expectations are evolving **faster than infrastructure**.

Where communities feel the pressure

Everyday friction points residents notice immediately

- Buffering TV
- Dropped video calls
- Confusing remotes and apps
- Dead Wi-Fi zones
- Streaming login frustration
- Inconsistent room experiences



The in-room experience shapes daily life

In-room entertainment is often how residents:

- Stay connected to the community
- Access entertainment and familiar routines
- Receive updates and reminders
- Connect with family and the outside world



4
hours

Average time seniors
watch TV daily

What forward-thinking communities prioritize

Reliable

Technology works consistently

Ready to scale

Infrastructure that supports future expectations

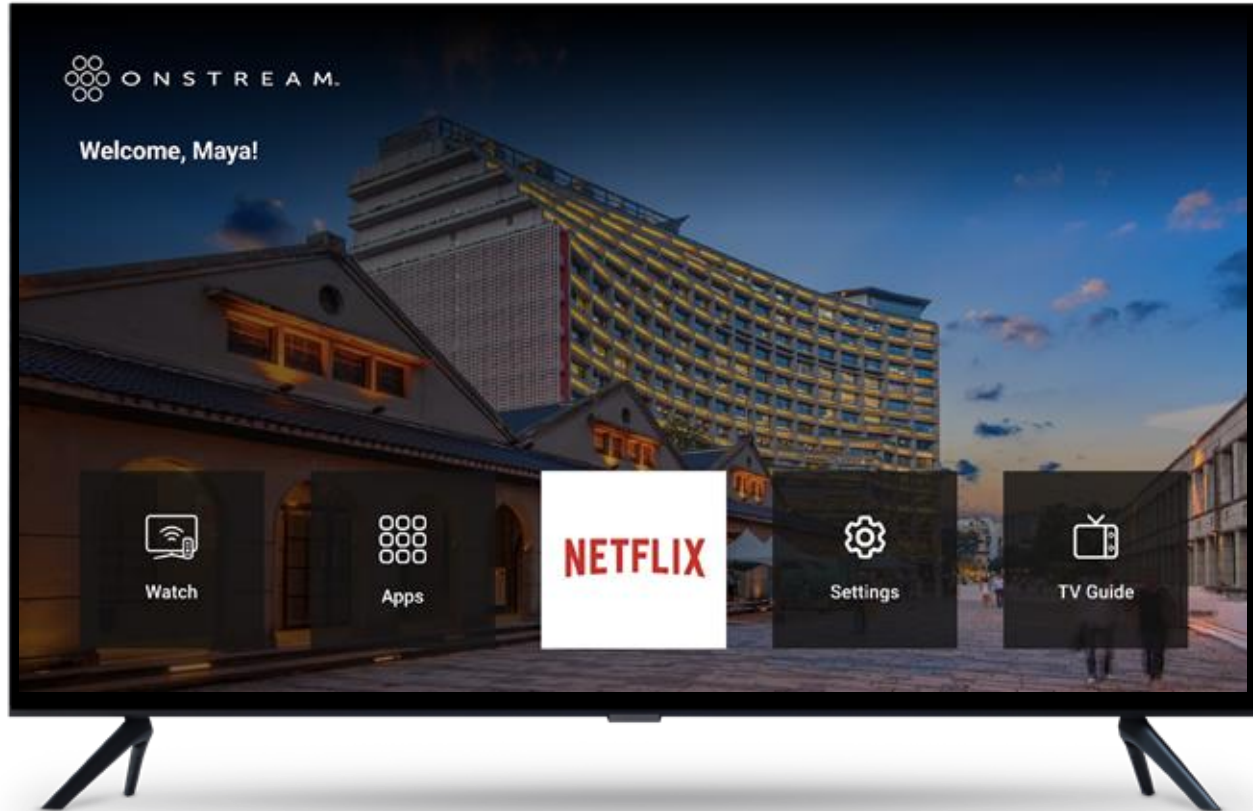
Resident-friendly

Familiar, intuitive, low-friction experiences

Reinforcing connection

Supports communication, engagement, and community participation

What a connected resident experience looks like



Connection

- Family video calls
- Familiar streaming experiences
- Personalized entertainment

Community Engagement

- Activity reminders
- Dining menus
- Community updates
- Event promotions

Simplicity

- Easy-to-use interfaces
- Consistent room experiences
- Fewer barriers/frustrations

Reliability

- Seamless connectivity
- Reliable streaming
- Consistent resident experience

How these experiences come together

- SMARTBOX → Powers senior-friendly programming in every room
- EVOLVE → Brings streaming and casting to the TVs residents bring from home (no input switching)
- OnStream → Supports communication, reminders, and engagement
- Remote → Offers familiar, intuitive interaction for residents

Consistency residents depend on



99.9%

signal reliability*

* See dish.com/reliable-satellite-tv for additional details on our 99% signal reliability.

Experience and infrastructure go hand in hand

Resident experience layer

- Entertainment
- Streaming
- Community engagement
- Communication
- Familiar, intuitive experiences

Resident satisfaction
& connection



Infrastructure layer

- Reliable connectivity
- Managed Wi-Fi
- Scalable infrastructure
- Monitoring and support
- Long-term modernization planning

Key takeaways

- Resident expectations are changing—and connected experiences increasingly shape perception
- Reliable infrastructure is now part of the resident experience
- Simplicity and consistency matter more than adding more technology
- Thoughtful modernization can strengthen comfort, connection, and satisfaction

Where are expectations showing up?



Where do residents experience frustration or inconsistency?



What technology questions are residents or families asking most often?



What experiences increasingly shape community perception during tours or move-in?

Q&A



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