



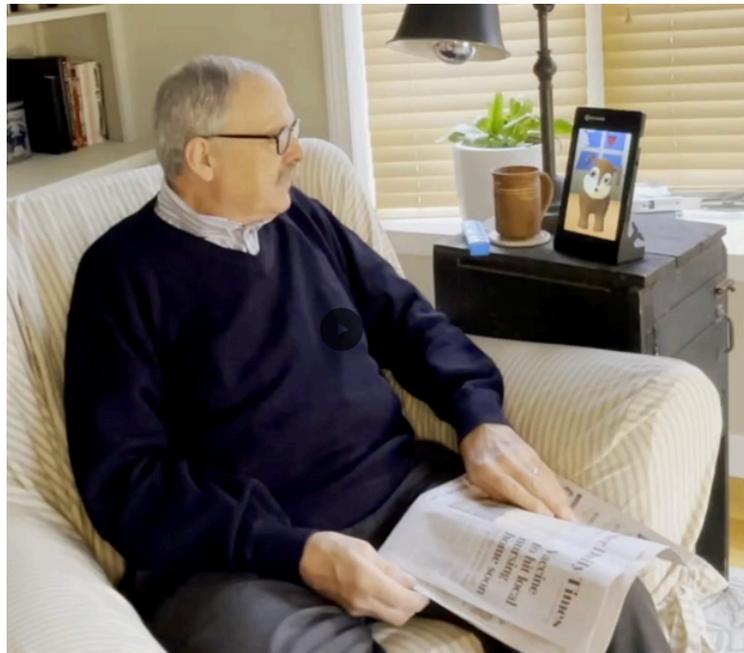
CASE STUDY: care.coach

How care.coach Uses Real-Time Video to Support Safer, More Independent Living for Older Adults

100% UPTIME ACROSS MULTIPLE WOWZA SERVERS, ENABLING CRITICAL REAL-TIME CHECK-INS

care.coach provides a human-AI hybrid caregiving platform that supports older adults aging in place. Their mission is to enhance safety, reduce loneliness, and promote independent living without the need for constant in-person oversight.

With Wowza Streaming Engine embedded directly into their Android app and staff portal, care.coach delivers real-time, secure, and HIPAA-compliant video check-ins. The ability to visually and audibly monitor end-users has allowed their team to respond to emergencies, reduce healthcare costs for partners, and improve user satisfaction while maintaining 100% uptime through a scalable, load-balanced deployment.



RELIABILITY

Load-balanced Wowza servers provide uninterrupted real-time video with 100% uptime.

PRIVACY-FIRST DESIGN

Wowza gives care.coach full control over stream quality and access, enabling visual monitoring without compromising end-user dignity.

SEAMLESS INTEGRATION

Streaming is built directly into care.coach's Android app and staff web portal, simplifying operations for frontline caregivers.

GOALS

- Empower older adults to live independently while staying connected to human support
- Enable staff to safely check in on users via video without the need for constant monitoring
- Integrate scalable, secure streaming into care.coach's app and staff platform
- Maintain HIPAA compliance and high uptime for critical healthcare use

RESULTS

- Embedded Wowza Streaming Engine into both mobile and web platforms for seamless access
- Reduced in-home healthcare visits by providing visual support through real-time video
- Achieved 100% uptime using a multi-server deployment with load balancing
- Passed HIPAA and security reviews without any privacy-related pushback



THE STORY

care.coach exists to help older adults live safely and independently without giving up their privacy. Through a combination of compassionate human interaction and supportive AI technology, their platform offers companionship, reminders, and wellness check-ins that don't require someone watching 24/7. But when safety is at stake, real-time eyes and ears on the situation can make all the difference.

That's where Wowza Streaming Engine comes into play.

Streaming is deeply embedded in the care.coach ecosystem. **Their Android app and staff-facing web platform both rely on Wowza to initiate live video check-ins between team members and end-users.** This gives care.coach the visibility needed to detect falls, confirm wellbeing, and deliver timely support.

Behind the scenes, care.coach runs multiple Wowza servers across development, test, and production environments, each secured with its own StreamLock configuration. Their production deployment is load balanced to ensure high availability and to make scaling up as simple as spinning up new servers. **This approach has allowed them to maintain 100% uptime and deliver seamless, real-time support.**

Security is a non-negotiable in healthcare and care.coach doesn't take it lightly. They must complete extensive information security vetting, including compliance with HIPAA and other regulatory standards. **Wowza Streaming Engine supports this by offering built-in StreamLock security for encrypted video delivery, flexible access control, and on-premise deployment options that give care.coach complete control over where and how video data is transmitted.** As a result, care.coach doesn't need to worry about pushback related to privacy or data security.

Wowza-powered video feeds are essential to the care.coach experience. They enable real-time visibility that helps care.coach respond faster, personalize support, and proactively ensure safety. Many healthcare partners have even reduced the need for in-home visits, relying on care.coach's video-enabled services to monitor wellbeing, lower operational costs, and expand their reach without sacrificing peace of mind.



WITH WOWZA, WE CAN SCALE REAL-TIME VIDEO ACROSS OUR PLATFORM **WITHOUT COMPROMISING ON PRIVACY, SECURITY, OR UPTIME.** IT'S BEEN A VITAL PART OF DELIVERING HIGH-QUALITY, PERSON-CENTERED CARE."

KENDRA SEAVEY, CEO AT CARE.COACH

FIND OUT HOW OTHERS ARE UNLOCKING THE VALUE OF VIDEO

WOWZA.COM