How does **Anthology Senior Living** power their communities with a single connected solution?

See how the Yardi Senior Living Suite helps this operator streamline operations, enhance staff efficiency and improve resident services.

5 manual processes eliminated	**6** hours saved daily across teams	**115,776** pieces of paper saved annually	**1** support system

"I'm a supporter of the Yardi Senior Living Suite. From a systems perspective, when you start going to different products and software and they don't talk to each other, it becomes difficult. For me, it's about the user experience. If we have to tell our communities they have to go in 50 different systems to tackle three things, that slows them down."

Kim Smart
Director of Systems and Support
Anthology Senior Living
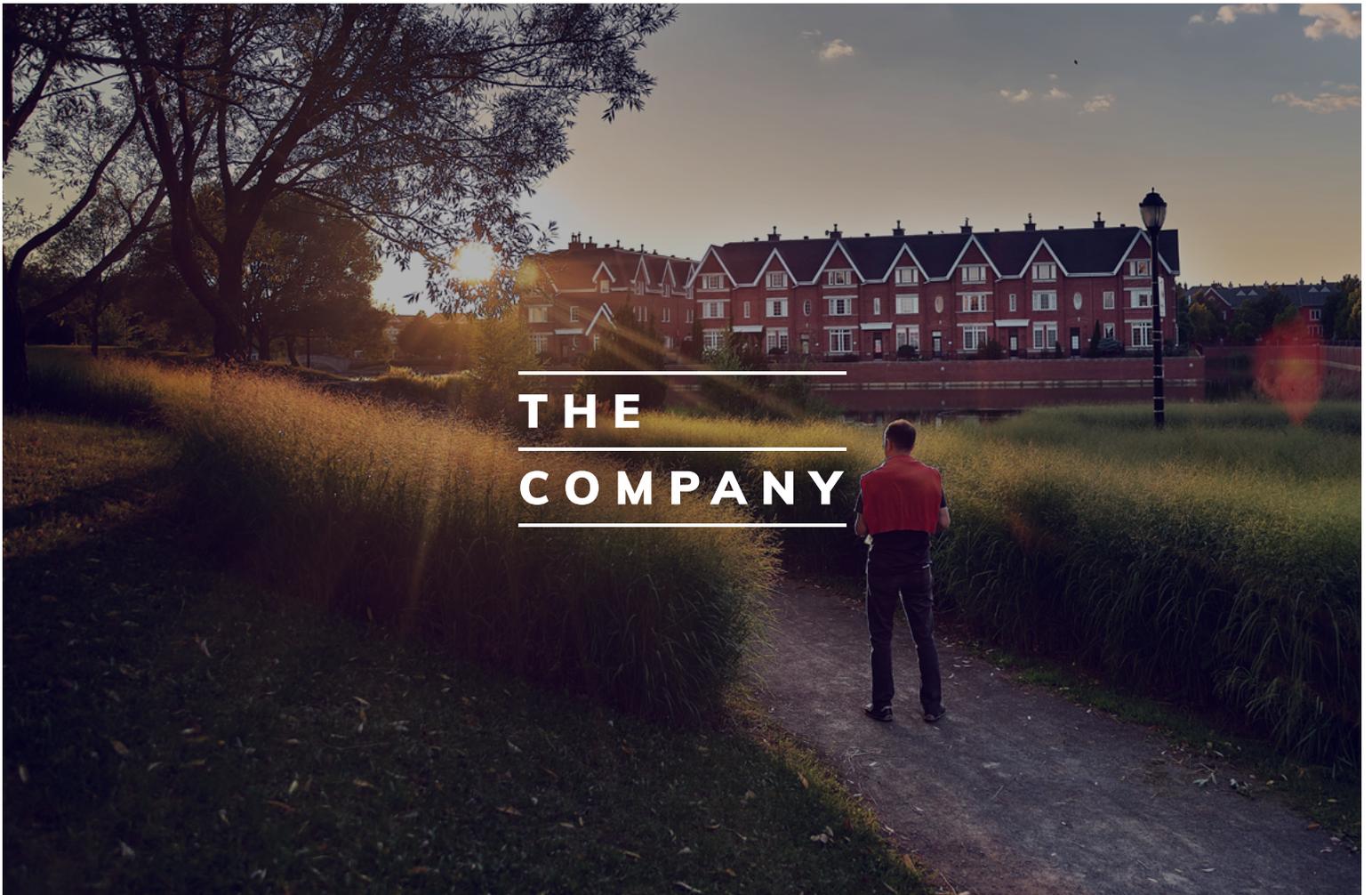
THE COMPANY

"Anthology started from the get-go with Yardi."

Kim Smart
Director of Systems and Support
Anthology Senior Living

Anthology Senior Living, CA Venture's senior living platform, works to provide their residents with the best hospitality and care. The company develops, acquires and operates senior housing communities across the United States with options for independent living, assisted living and memory care. Anthology has a total of 37 communities in their portfolio, with growth on the horizon.

In addition to designing thoughtful communities that offer a unique resident experience, the company places an emphasis on hiring dedicated staff. From directors to care managers to kitchen staff, every team member is thought of as a caregiver — someone working to make a difference in the lives of others.

CHALLENGE & SOLUTION

THE CHALLENGE

Prior to welcoming the Yardi Senior Living Suite, Anthology relied on manual processes. With a range of communities to serve and rapid expansions underway, the company needed a solution that did it all — software that combined resident care, sales, finance, business intelligence and more on a single platform. *"We wanted to go with best in class, so Yardi is what we decided on,"* explained Smart.

Given the difficulties with manual workflows and disparate systems, leaders recognized the benefit of implementing multiple tools — connected on a single platform — all at once. *"Everything was implemented in tandem,"* said Smart. Despite the undertaking of welcoming new software across departments, from a CRM to an electronic health record solution, Anthology trusted Yardi to make the transition successful.

Once teams across communities were up and running with Yardi solutions, the benefits of overhauling antiquated processes — associated with various challenges — became clear. Anthology teams continued learning how the Yardi Senior Living Suite could work to their advantage. *"We started to leverage and utilize the software in better ways,"* said Smart.

THE SOLUTION

The Yardi Senior Living Suite is a secure, cloud-hosted, HIPAA and SOX compliant database that eliminates the gap between property management and clinical services. United on a single platform, elements within the Yardi Senior Living Suite connect in more ways than one. Data from one solution is automatically used by another, and vice versa, eliminating the need to manually transfer information.

To help optimize their use of the software, Anthology turned to Smart — someone with extensive experience in systems analysis. Whether it be at the community or corporate level, Smart uses the Yardi Senior Living Suite to drive success. *"Pretty much my whole day, for the most part, revolves around Yardi,"* explained Smart. *"I handle any type of implementation that we do whether it be project-based,*

implementing a new component of the software or upgrading the software. Then all the way down to day-to-day support."

While Anthology implemented a large portion of the suite from the start, Smart continues to leverage the software in new ways. This ensures continued success, both for Anthology's communities and internal teams.

CHALLENGE & SOLUTION

By utilizing tools like RentCafe Senior Living, a secure online portal, Anthology helps residents and families stay connected. This became especially crucial during the pandemic. *"We were releasing it amidst COVID-19. As we were getting more folks on it, and the more that things shut down, families needed a way to make payments if they couldn't come to the community,"* explained Smart. The portal allows residents and responsible parties to manage payments, review health information, communicate with caregivers and more — keeping Anthology's communities in sync.

For Anthology's sales team, RentCafe Senior CRM has transformed operations for the better. The mobile-friendly sales and marketing platform helps the team capture important data, automate workflows, organize tasks and align priorities. *"The ability to utilize your dashboard, and use that to work through your day, has become a big help,"* noted Smart.

Yardi's electronic leasing tools have been a big help as well, reducing paper costs and saving time for sales staff. They can generate custom, digitized leases in RentCafe Senior CRM, then give residents and family members the option to sign electronically in RentCafe Senior Living. Smart noted how *"previously they would have to make their own quote sheet, writing everything out."* Those days are long gone, as RentCafe Senior CRM makes the entire process seamless. *"Sales directors love that they can easily generate lease documents after everything they've put in. There is a big time savings factor in utilizing Yardi's electronic leasing tools."*

Leases stored electronically versus on paper also helps Anthology catch mistakes early in the move-in process. *"When you have somebody filling something out on paper, then it goes into a filing cabinet, there can be errors,"* continued Smart. *"Someone might use an outdated agreement or mix up two numbers. With Yardi, we take out the ability for the manual error piece."* Real-time integration with Yardi Voyager Senior Housing allows billing information to flow directly into RentCafe Senior CRM, ensuring no incorrect data is pulled during the leasing process. Voyager makes finding and updating documents a breeze as well, which helps Anthology stay organized come audit time. *"If I have an auditor who's looking back at everything, RentCafe Senior CRM makes it easier,"* said Smart. *"I don't have to go back to the community and ask them for documentation. If we're looking for information, it is right there in one location. There is no guesswork in terms of where it is or who filed it."*

CHALLENGE & SOLUTION

With a mission to provide outstanding customer service, Anthology also benefits from RentCafe Connect, Yardi's flexible call automation and tracking solution. Adding timely, digital answering services helps the company facilitate excellent communication across communities. *"The communities now get to hear calls that they didn't get to hear — they come directly to their dashboard and it becomes a part of their day,"* said Smart.

With their latest implementation of Yardi Senior IQ, a dynamic business intelligence solution, Anthology has unlocked a wealth of information they weren't previously seeing. *"It's helping us build our business in a better way, as we're seeing things we weren't before," said Smart.* Centralized, real-time data means Anthology can make informed decisions that benefit their communities. Not to mention, data housed in Senior IQ

means directors don't waste time compiling reports. *"Our executive directors are really enjoying it," said Smart. "They don't have to pull five reports anymore, they just pull up a dashboard and send it to regional. It gives them more insights."* Senior IQ ultimately gives Anthology's data a home — offering accessibility and ensuring accuracy. *"We found that everyone was looking at different data before, and no one knew what was correct or where to look for the right information," explained Smart. "Now, everyone goes to one place and the information is the same."*

Of course, Anthology's top priority is offering exceptional resident care. Smart described how Yardi EHR has been a key factor in this — giving care staff the tools needed to focus on residents. Not to mention, the electronic health record system allows teams to create a platform catered to their needs.

"What I like about EHR is there's a lot more I can build within it," explained Smart. "There's more customization on that front." Yardi EHR also enables time and cost savings by integrating with Voyager Senior Housing, with changes in care plans automatically feeding into the billing workflow. The solution syncs with RentCafe Senior CRM as well, helping Anthology's sales counselors use assessment data to guide move-in proposals — and helping caregivers use information collected by sales to guide resident services down the line.

When it comes to Anthology's overall experience with the Yardi Senior Living Suite, Smart describes how each piece works in harmony to keep communities moving forward. *"There's all these pieces that are there to drive efficiency," said Smart. "Streamlined processes and improved workflows have helped Anthology continue to grow with Yardi."*

Anthology Senior Living Case Study on Senior Living Suite

THE RESULTS

"Our jobs are easier when everything lives on one platform."

Kim Smart
Director of Systems and Support
Anthology Senior Living

The Yardi Senior Living Suite serves as Anthology's foundation
for financials, care, business intelligence and more.
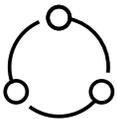
5
**MANUAL PROCESSES
ELIMINATED**

AUTOMATED WORKFLOWS
Thanks to tools across the Yardi Senior Living Suite, Anthology has eliminated manual processes in several departments. From sales to care, Yardi's single connected solution allows the company to house everything they need in one digitized place — reducing errors and streamlining operations as a result.

**6**
**HOURS SAVED DAILY
ACROSS TEAMS**

FOCUSED INITIATIVES
With one comprehensive software solution in place, Anthology spends less time digging for information and fixing issues. In saving six hours across teams each day thanks to Yardi tools, Anthology can devote time to important tasks that weren't possible before. This includes initiatives that directly benefit their communities — and the residents within.

THE
RESULTS

"If something isn't available now and we tell them that it's a valuable thing for their clients, Yardi will listen. The software is ever evolving and Yardi does take your feedback seriously."

Kim Smart
Director of Systems and Support
Anthology Senior Living
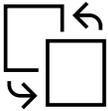
115,776
PIECES OF PAPER
SAVED ANNUALLY

PAPERLESS SYSTEMS

By eliminating documents like paper leases, moving to electronic workflows, Anthology saves roughly 115,776 pieces of paper annually. The significant cost savings helps the company reprioritize annual spend and most importantly, discover new ways to enhance resident services across their communities.

1
SUPPORT
SYSTEM

UNPARALLELED SERVICE

When utilizing a range of tools, having exceptional support from a software provider is essential. That's exactly how Smart describes Yardi's dedication to Anthology. From answering implementation questions to welcoming feedback — the Yardi team is there every step of the way. *"I've given feedback to the team, and that feedback has now been implemented in later releases," said Smart.*

Everything united on a single platform — that's Yardi. Get in touch to learn how the Yardi Senior Living Suite can help your communities thrive.

BOOK A PERSONALIZED DEMO

⅄YARDI | Energized for Tomorrow