Yardi Senior Living Suite

Lower your total cost of ownership by managing resident care, finance, operations and marketing with a single software platform.
Power Your Business With a Single Connected Solution

- Lower your total cost of ownership
- Improve resident services, enhance staff efficiency, manage costs and mitigate risk
- Protect your organization and reduce exposure to litigation and legal fees
- Improve work environments and reduce staff turnover costs
- Make managing your staff easy and efficient
- Get a single version of the truth with executive reporting
- Eliminate duplicate data entry and integrate automated processes
- Keep your data safe and reduce costs with an award-winning cloud solutions provider
- Leverage the experience and applied knowledge of the industry leader

Yardi Senior Living Suite

<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Management</td>
<td>1</td>
</tr>
<tr>
<td>CRM</td>
<td>9</td>
</tr>
<tr>
<td>Search Engine Marketing</td>
<td>13</td>
</tr>
<tr>
<td>Call Center</td>
<td>17</td>
</tr>
<tr>
<td>Family &amp; Resident Portals</td>
<td>21</td>
</tr>
<tr>
<td>Payment Processing</td>
<td>25</td>
</tr>
<tr>
<td>EHR</td>
<td>29</td>
</tr>
<tr>
<td>eMAR</td>
<td>33</td>
</tr>
<tr>
<td>Procurement</td>
<td>37</td>
</tr>
<tr>
<td>Job Cost</td>
<td>41</td>
</tr>
<tr>
<td>Maintenance Management</td>
<td>45</td>
</tr>
<tr>
<td>eLearning</td>
<td>49</td>
</tr>
<tr>
<td>Software as a Service</td>
<td>53</td>
</tr>
</tbody>
</table>
Yardi Senior Living Suite

- Procure to Pay
- EHR & eMAR
- Marketing & CRM
- ERP
- Property Management, Accounting, Operations, Facilities Management, eLearning
- Property Marketing, CRM, Social Media, SEO, SEM, Call Center, Family & Resident Portals, Online Services
- Health Records, Resident Care, Medication Management, Pharmacy Network
- Procurement, Vendor Management, Invoice Processing

SaaS
Key Benefits

- Makes community management and resident services more efficient with mobile access
- Increases business-wide oversight capabilities with one database platform and drill down to key data elements
- Reduces IT costs and maintenance responsibilities with a hosted, browser-based solution
- Provides opportunity for further efficiencies and lower total cost of ownership with integrated products from the Yardi Senior Living Suite
Gain the convenience and efficiency of managing communities, residents and finance on a mobile platform with built-in access to an integrated suite of senior living solutions.
Yardi Voyager Senior Housing

Yardi Voyager Senior Housing is the industry’s most advanced senior living and asset management platform with built-in accounting and real-time performance analytics. Voyager combines financial and property management in one solution with mobile access to execute leasing, provide resident services, run reports and complete tasks from smartphones and tablets. Standardize on the Voyager platform and gain access to products from the Yardi Senior Living Suite which features comprehensive tools and services for community and health care management.

Complete Integration

Integration between Voyager and the Yardi Senior Living Suite eliminates the need for rekeying resident data as a resident interacts with staff throughout your organization. Voyager centralizes data so all users work in the same database from initial contact with prospects and throughout their residency.

Community-Wide Insight

Voyager includes hundreds of standard reports for business-wide analytics. Custom reporting tools are also available for further insight into the health of your organization.

Run powerful analytic reports with hyperlinks to all key data even when you’re away from your desk.

Search for residents using a pop-up window – and stay on the screen you’re viewing. Search functionality works for all browsers and includes smart data entry and quick access to your favorites and search history.
Smart Software

Voyager has smart navigation tools including a menu search box to find functions and a site search box to find account information quickly and easily. Make a favorites list of the screens you use most or use the history function to see where you’ve been. If you’re a keyboard power user, you can set up shortcuts to your favorite screens. With Voyager, you can work on a desktop computer, laptop computer, Microsoft® Surface™, Apple iPad®, Android™ tablet and all major smartphones. Voyager supports all major Web browsers.

Key Features

- Complete general ledger with automated move-in and move-out accounting
- Physical- and financial-based occupancy methodologies support co-occupancy scenarios
- Supports multiple payers per resident with detailed ledgers and statements
- Advanced state-specific Medicaid billing capabilities
- EFT/ACH and credit card payment processing
- Correspondence management for resident communications
- Real-time maintenance and work order tracking
- Strong audit trails track all activities performed within resident records
- Smart data entry and quick access to regularly visited screens and history

Mobile Solutions

Execute leasing, provide resident services and complete tasks and approvals right from your mobile device. License our suite of products for access to mobile apps including Yardi PAYscan Mobile, Yardi Maintenance Mobile, Yardi Maintenance Manager Mobile, Yardi Inspection Mobile and more. Yardi mobile solutions are optimized for iPhone®, iPad®, BlackBerry® smartphones and Android™ smartphones and tablets.
Financial Management

Voyager Senior Housing is a complete accounting system designed to meet all applicable GAAP and IFRS requirements. The full-featured general ledger makes financial management processes efficient and responsive to unique organizational policies and procedures.

Accounts Receivable

Voyager provides comprehensive accounts receivable functionality, including resident invoicing, automatic or manual payment receipting, creation of letters and statements and back rent calculation based on different calculation types. Accounts receivable functionality is fully integrated with the general ledger, cash receipting and accounts payable in Voyager for real-time data entry with batch and quick receipts, unlimited recurring charges and late fee management with grace periods. Furthermore, Voyager manages complex rent rolls, including overages and turnover rents and tracks multiple checking accounts.

Accounts Payable

Voyager streamlines the payables process and reduces costs by converting paper invoices into efficient electronic transactions, virtually eliminating paper and mailing costs. Automated workflows create additional efficiencies as invoices are routed through the approval process through vendor payment. And, Voyager can generate both one-time and recurring invoices. The system can produce customizable rent statements and reconciliation letters to residents as well as generate statements in bulk for printing or sending automatically by email.

The Invoice Register Dashboard shows the status of all invoices, eliminates paper processing requirements and helps avoid bottlenecks with vendors. Data presented on the dashboard includes drilldown to vendors and payment status.
Key Features

- Unlimited number of financial entities with varying fiscal years
- Recurring journal entries with formula-based calculations
- Analytic/audit dashboards for reviewing receivable, payable and job cost transactional data
- Simultaneous cash and accrual basis accounting
- Streamlined payables process that converts paper invoices into electronic transactions
- Comprehensive budgeting tools
- Automated bank reconciliation
- Check writing capability with your paper stock

General Ledger

The powerful general ledger allows you to use a single chart of accounts with configurable accounting segments. The system offers standard cash and accrual books with the ability to create multiple configurable books. Users can drill down to base transactions from high level reports.

- Distribute expenses from a source property/entity to multiple target properties/entities based on predefined allocation percentages
- Create consolidated journal entries and apply them automatically to multiple individual entities based on percentages or statistical data

Role-based dashboards display tasks that need to be completed on a daily basis. Dashboard reporting gives a complete record of financial transactions with drill-down capabilities.
Key Features

- Run all financial reports from a single screen with the financial analytics dashboard
- Drill down to the transaction detail from any financial report for unparalleled transparency
- Export any financial report to Excel or PDF format

Financial Analytics

Financial analytics provide access to all financial data and key performance indicators enabling unprecedented access for senior living providers to review income, cash flow, balance sheet, budget comparison, trial balance, 12-month activity, quarterly activity, annualized reports and more. Voyager offers standard financial analytic reports with runtime filters based on user-defined, multi-tiered hierarchies. These can be displayed as a report on screen, exported to Microsoft® Excel™ or Adobe® PDF format or saved as dashboard content. Reports include drill-down links to underlying transaction screens and reports.

Account Trees

Voyager account tree functionality allows you to create endless variations of standard or custom reports quickly and easily. This eliminates the need for multiple charts of accounts. Custom account trees can accommodate your unique organizational reporting requirements. A custom account tree is a virtual collection of headings, accounts and totals mapped to your chart of accounts.

The report on the left represents a standard Voyager Income Statement; below, is a comparable modified report of the same financial data in summary format using an account tree.
Maintenance & Work Orders

Yardi Maintenance Management provides the tools you need to perform and track daily maintenance for all types of real estate including work order and purchase order processing, expense limits, warranty tracking and real-time reporting. Streamlined workflows with dashboards, calendars and alerts make maintenance processes more efficient and ensure exceptional service to your residents. With the optional Yardi Maintenance Mobile application, technicians can access, create and complete work orders from the field.

Key Features

- Configurable, systematic processes for work orders from initial contact through completion
- Conveniently create payables for third-party vendors from information included on the work order
- Assign and schedule work orders efficiently via an intuitive dashboard
- Track work requests, alerts and exceptions with built-in analytic tools

Work order dispatch is a comprehensive report that shows all properties and a description of work to be done. Work order scheduler schedules work orders for service technicians.
Key Benefits

- Provides improved ROI metrics for better marketing program evaluation
- Eliminates redundant data entry boosting employee productivity
- Makes sales pipeline projections more accurate for better occupancy and revenue forecasting
- Maximizes revenue with detailed resident pricing proposals and billing based on all assessed health care recommendations
Maximize revenue with sales, marketing and analytic tools designed just for senior living providers.
Yardi Senior CRM

Gain complete visibility into your sales and marketing efforts through a mobile-friendly application designed specifically for the senior living industry. Yardi Senior CRM is a powerful, comprehensive solution with specialized tools for senior living providers to boost revenue and create positive relationships with prospective residents, families and referral sources. Part of the Yardi Senior Living Suite and fully integrated with Yardi Voyager Senior Housing, Senior CRM can help ensure residents’ needs are accurately evaluated and accounted for in price proposals, as information flows instantly from caregivers to sales counselors to finance and billing staff.

**Automated Workflows**

Generate higher revenues and maximize conversion ratios by providing leasing staff with guided activity workflows designed to boost sales. Senior CRM can be configured based on your organization’s policies and procedures to manage each step in the sales process from initial contact, property tours and follow-up meetings to resident move-in. With Senior CRM your leasing agents have instant visibility into where each prospective resident is in the sales process and how to proceed to the next step and close the deal.

**Community-Wide Insight**

Senior CRM aggregates data across your entire portfolio without the burden of interfaces between separate databases. This centralization of information allows you to compare community performance side by side as well as analyze performance at the consolidated portfolio level.

Access and manage your sales pipeline, documents, calendars and events across your entire portfolio using real-time data.

Senior CRM presents powerful analytics in simple to read chart graphics with drilldown to underlying data.
Integrated Solutions
Senior CRM creates a foundation for success by carefully organizing key information used throughout the client relationship continuum. All data entered into Senior CRM is available throughout the integrated Yardi Senior Living Suite products, including Yardi Voyager Senior Housing, Yardi EHR, RENTCafé Senior Living and more.

Tailored Functionality
Senior CRM tracks information specific to the senior living industry including clinical assessment recommendations, key demographics and health insurance documentation.

Key Features
- Mobile lead and referral management
- Event and campaign management
- Model proposals and residency agreements
- Task and appointment calendar with drag-and-drop ease of use
- Correspondence tracking with electronic document management
- Intuitive interface designed for desktop and mobile devices
- Fast and easy global database search
- Integrated Yardi Senior Living Suite provides seamless information sharing between healthcare, sales and accounting
Key Benefits

- Delivers content that appeals to both customers and search engines
- Positions your communities for maximum visibility and more leads
- Increases traffic to your website and listings
- Drives conversions by increasing relevance and engagement
- Builds brand authority and improves prospect sentiment
- Allows for flexibility informed by performance analytics
- Sends leads directly to your sales staff’s prospect pipeline
Search Engine Marketing

Get more traffic, leads and leases with advanced online marketing services designed to drive residents to your properties.
RENTCafé Reach

Make your properties stand out to potential residents in today’s crowded digital marketplace. The search for rentals begins online, but how renters find vacancies often takes multiple paths. RENTCafé Reach is comprised of five distinct services—search engine optimization (SEO), pay-per-click advertising (PPC), social media posting, reputation management and promoted internet listings—that work together to ensure your communities are positioned to attract more prospects, no matter how renters choose to search.

Search Engine Optimization

Win more clicks in local search results with RENTCafé Reach SEO. Our SEO experts help you build authority and engagement so your properties rise to the top. After completing the initial groundwork to optimize your website—including creating content to improve the prospect experience—we continue to monitor your web presence and provide monthly analytics, adjusting your site as needed.

• Increase relevance and engagement with on- and off-page optimization tailored to your audience
• Build authority by claiming and strategically optimizing local business listings
• Track progress with transparent reports that display results

Pay-Per-Click Advertising

Reach more people to attract them to your communities. RENTCafé Reach PPC advertising focuses on scope, relevance and ROI. Our specialists manage your ad campaigns based on property needs and occupancy trends. Deliver relevant ad content that gets prospects to click through to your websites and take the next step. Then analyze results to continually improve your ROI.

• Increase reach by advertising on leading search engines and social platforms
• Drive targeted, high-quality traffic by delivering the right message to the right person at the right time
• Define your ROI and refine your strategy with analytics to identify top-performing campaigns

Social Media Posting

Transform your social media presence. RENTCafé Reach Social pairs high-quality, hyper-local content with social listening and timely, professional replies crafted by a dedicated account manager. First, we audit your social channels and provide recommendations. Then, we support your brand’s social media goals by creating, posting, monitoring and reporting on content that you approve.

• Increase brand recognition with curated, hyper-local social media content
• Grow engagement with quick responses and continuous channel monitoring
• Expand reach with boosted posts and microblogs
Reputation Management

Take control of your digital reputation. Participate in and guide the online conversation about your brand with RENTCafé Reach Reputation Management. An experienced account manager will monitor online reviews, proactively handle potential negative reviews, prevent damaging content and increase positive reviews to build your brand profile. Get additional insight into the prospect and resident experience.

- Monitor and respond to brand mentions online in a professional and timely manner
- Increase credibility and trust with prospects through interactions that reflect the core values of your company
- Highlight and promote resident success stories

Promoted Internet Listings

Cast a wider net with premium listing exposure on RENTCafé.com, a powerful ILS offered exclusively to Yardi clients. Connect with renters searching for their next rental on the most efficient online apartment home marketplace. Go from lead to lease, completely online. We invest heavily in SEO and SEM on Google, Bing and other search engines to attract qualified renters and bring them to your listings.

- Reduce data entry hassle with automatic updates from your Yardi Voyager database
- Keep your pipeline full with quality leads that convert to leases at a lower cost
- Track marketing ROI more accurately with complete transparency

Key Features

- Expert SEO services tailored to your business
- PPC advertising based on property needs and occupancy trends
- Social media management with the ability to track, edit and approve posts
- Online reputation management services including timely and professional replies
- Enhanced online listings with complete lead transparency
- Dedicated account managers, including Google AdWords™ Certified Specialists
- Comprehensive reporting to track results
- Seamless integration with RENTCafé

Stronger Together

Get found online with tools that are available separately but work well together. Integration with RENTCafé means consistency, control and transparency—for a cohesive, single-platform property marketing strategy with accurate reporting.
Key Benefits

• Maximizes and controls your spend while promoting prospect and resident satisfaction with a smart digital answering service

• Offers on-demand live agent support via call, chat and email with experienced property management and leasing professionals

• Records calls for playback directly from Yardi Senior CRM for quality assurance

• Promotes your properties’ key selling points, policies and resident procedures

• Delivers lead-to-lease reporting and analytics for unprecedented visibility into the performance of your property marketing strategy
Call Center

Capture leads, control spend and track results. Designed to be invisible to your prospects and residents – and transparent to you – this flexible solution increases property occupancy and promotes resident satisfaction with all activity recorded directly in Yardi Senior CRM.
RENTCafé Connect

Generate revenue by increasing property occupancy and promoting resident satisfaction using RENTCafé Connect, a flexible call center solution that fits your business and your budget. Combine digital answering services with on-demand live agent support to eliminate missed opportunities. By leveraging information specific to your community from RENTCafé and Voyager, RENTCafé Connect acts as an extension of your business office 24 hours a day, 365 days a year.

**Control Spend**

RENTCafé Connect helps you manage expenses and stay within your operating budget. This adaptable program delivers an efficient digital answering service with optional skilled agents available on demand. With the ability to turn this service on or off at your discretion, you can take advantage of live support without exceeding your budget, giving you complete control over your marketing spend.

**Maximize Marketing Dollars**

Answer the calls most likely to convert. With RENTCafé Connect, you can prioritize your leads using powerful analytics to determine your most valuable lead sources and maximize your return on investment. Gain complete control over your marketing spend with increased budget transparency. On-demand scheduling can be scaled up or down to meet the unique needs of your business.

**Retain Residents**

Provide superior service tailored to your residents to increase satisfaction and lease renewals. Because RENTCafé Connect is seamlessly integrated with Voyager, agents enter maintenance requests and credit card payments directly into your property management system in real time. Agents leverage notes and history within Voyager to offer the best customer experience when answering questions and resolving issues. No other call center can offer that.

A digital answering service when you want it. On-demand access to live agent support when you need it most.
Integrates with Yardi Senior CRM for instant resident, prospect and lead alerts at your fingertips.

The RENTCafé Connect live agent team consists of experienced, trained property management and sales professionals that provide your prospects and residents with superior service.

Key Features

- Digital answering service for automated inbound message management
- On-demand leasing and resident phone support, available 24/7, 365 days a year
- Specialized email and chat support
- Guest cards, appointments, maintenance requests and payments entered directly into Yardi Voyager
- Unique phone numbers for each marketing source and property upon request
- Calls recorded and accessible within Yardi Senior CRM for quality assurance
- Analytic reporting with complete visibility into your marketing spend
- Onsite management staff notified of activity as it occurs via email
Key Benefits

• Delivers online capabilities such as direct payments, maintenance requests and direct communication with community staff for improved customer satisfaction
• Enhances the social connection between families, residents and the community in which they live
• Fosters happier and healthier residents through wellness program insight
• Ensures secure access to personal health information and communication with care providers providing residents and family members peace of mind
Maximize customer satisfaction by providing an online portal to services and real-time information for residents and their families.
RENTCafé Senior Living

Set your communities apart from the competition by sharing the RENTCafé Senior Living experience with your residents and their families – a single, online site for managing payments, reviewing health and wellness, communicating with care providers and staying socially connected. RENTCafé Senior Living helps drive customer satisfaction, leading to improved occupancy and boosted revenues, through an intuitive online portal that is accessible via secure login from all major browsers and mobile devices.

Online Payments

RENTCafé Senior Living gives residents or their responsible parties the flexibility to make online payments directly from their bank accounts, credit cards or debit cards. Authorized users can view their current balance or statement history, make one-time payments or sign themselves up for recurring automatic payments. Because RENTCafé Senior Living is integrated with the core Yardi Voyager Senior Housing general ledger, all payment and financial information is updated in real time.

Online Service Requests

Drive greater satisfaction with community facilities through RENTCafé Senior Living’s online service request portal. Web savvy residents or their concerned visitors can report problems and track your maintenance team’s follow-up efforts from their smartphones. Service requests are integrated with maintenance modules and mobile apps so users can be made aware of status updates in a timely manner.
Instant Insight

With RENTCafé Senior Living, communities can improve communication and stay social with residents and family members by conveniently sharing information. Events calendar specifies upcoming activities and wellness program schedules while integration with Yardi EHR means family members can monitor resident participation alongside health record trends.

Real-Time Wellness

Residents and authorized contacts can view their personal health records through RENTCafé Senior Living’s secure, online portal. Fast and safe access to information regarding service plans, medications, vitals and more help your clients stay informed about their health and the care you are providing them. Through direct integration with Yardi EHR, RENTCafé Senior Living enables one-on-one, private, health care related dialogue between authorized resident contacts and your communities’ resident care providers.

Integrated Solutions

Data flows seamlessly throughout the Yardi Senior Living Suite, from initial contact with prospects all the way to move-out processing. Yardi Voyager Senior Housing, Yardi EHR, Yardi Senior CRM and RENTCafé Senior Living can unite your sales, resident care, accounting and management operations on a common platform to maximize productivity, improve customer satisfaction and boost revenue.
Key Benefits

• Increases resident satisfaction and maximizes your cash flow
• Scans and digitizes paper checks and money orders in bulk
• Offers one-stop convenience and reduces money order issues with walk-in payments
• Streamlines accounts payable with automated vendor payments
• Auto-transfers electronic deposits and payments to and from your bank account
• Eliminates manual errors and time-consuming bank trips
Payment Processing

Save time and maximize cash flow with a payment processing solution that eliminates bank runs, automates rent collection and simplifies vendor payments.
Yardi Payment Processing

Increase resident satisfaction and office efficiency with Yardi Payment Processing. Manage accounts receivable and accounts payable with one system that helps you streamline rent collection, cut operational costs and reduce processing errors. Make collecting rent and other fees easier with user-friendly payment options that eliminate bank runs for your staff. Your residents and their responsible parties can conveniently pay rent by check, online or at participating retailers. Your staff can more quickly process incoming payments and outgoing payments to any vendor.

Collect Online Payments

Offer paperless self-service rent payments with a recurring payment option using Yardi Online Payments. Residents or family members can log in at any time, view their account balances and pay rent directly from a bank account (ACH payment) or with a credit or debit card. Online payments are entered directly into Yardi Voyager, with automatic deposits and easy bank reconciliation. ACH payments are sent to your bank via EFT the next day. Credit and debit card payments are processed within 2-4 days.

Collect Check Payments

Eliminate trips to the bank, lost checks and manual keying errors while reducing NSF risk with Yardi CHECKscan. Scan bulk batches of personal, corporate, bill pay and cashier’s checks as well as money orders to greatly reduce processing time. Instantly create receipt batches in Voyager for all items and permanently store the image files. Payments are transferred electronically to your financial institution the next day, optimizing your cash flow.

Collect Walk-in Payments*

Let residents or family members pay rent in cash at over 20,000 participating retail locations. Our walk-in payment system (WIPS) provides the ease of a one-stop experience and reduces money order issues for your staff. This service can be easily added to your existing Yardi cash management system. Electronic payment confirmations are automatically available in Voyager the next day. Funds are made available within three business days.
Key Features

- Electronic deposits for rapid availability of funds
- 24/7 resident access to make online payments
- Credit and debit card and ACH resident payments with recurring ACH option
- Walk-in payment service for cash payments at participating retail locations
- Voyager auto-matches charges and applies payment priority rules
- Permanent check image storage for scanned payments
- Automated check writing and electronic vendor and owner payments for outgoing accounts payable
- All transactions instantly recorded in Voyager

Pay Vendors & Owners*

Speed up the vendor payment process with Yardi Bill Pay. Invoices are seamlessly routed through your approval workflows. Bill Pay automatically pulls payments from your Voyager database and fulfills them based on how you pay each vendor. Vendors receive payment via your choice of mailed check, ACH or credit card.

*Not currently available in Canada
Key Benefits

- Increases revenue through higher resident retention, accurate care assessments and proper billing
- Reduces exposure to costly litigation through proactive resident care
- Improves employee satisfaction and reduces turnover with access to collaborative care planning tools
- Improves efficiency and transparency with resident care updates streaming in real time
- Reduces medication errors through an online interface for streamlined communication with pharmacy staff
- Reduces operational costs with a single-vendor solution for resident care, billing and accounting
Maximize health care services with a central, mobile solution for assessments, care planning, incident tracking, wound care, behavior management, eMAR and more.
Yardi EHR

Get the next-generation experience of point-of-care charting and clinical intelligence with Yardi EHR. Yardi EHR enables staff to collaborate and coordinate care like never before. Available through all major Web browsers, users can work on a computer, phone or tablet, even when away from Internet service. Discover how you can increase revenue, reduce risk, improve staff retention and make residents happier and healthier with Yardi EHR: the care component of the Yardi Senior Living Suite.

Complete Clinical Package

Yardi EHR ensures that all resident demographic and medical information is collected and maintained accurately in real-time. Information recorded includes:

- Comprehensive face sheet including family and emergency contacts, insurance information and advance directives
- Dietary requirements
- Prior medical history including hospitalizations, past care settings and more
- Social history such as hobbies, family relationships, spirituality, professions and important life events
- Exceptions charting
- Progress notes
- Vitals and weight
- Custom data fields for personalized clinical tracking
- Compliance data for a growing library of state-specific audit reports

Seamless eMAR Integration

Yardi eMAR is optimized for all major tablet devices for true mobility and real-time charting both online and when Internet access is not available. Pharmacy staff can communicate immediately with med techs and nurses through controlled, secure access to resident medication records for maximum efficiency. Features include:

- Physician cycle review for order verifications
- Order manager for keeping track of informational, vital, lab, dietary, medication and treatment orders
- Quantity tracking for narcotic and as-needed medications
- Integration with care planning to prevent conflicting treatment efforts
- Ability to bill based on med pass durations and order types
- Full database of all active and discontinued medications
- Barcode scan compatible
Limitless Assessments & Personalized Care Plans

Perform assessments on time, capture assessed costs and identify individual needs to ensure optimum resident care while maximizing business effectiveness. With Yardi EHR you can:

- Highlight resident changes as they occur during reassessment
- Associate assessment templates with relevant care levels, communities or regions
- Automatically recommend billing changes based on assessment results by points, time or levels
- Identify needs, set goals and manage individualized actions, interventions or approaches
- Calculate billing based on scheduled occurrences, actual occurrences, hours scheduled and more

Mitigated Risk & Improved Care

When incidents occur, Yardi EHR automates workflows to ensure compliance protocols are met, while powerful analytics help identify trends to mitigate future risk. Extensive wound care and behavior management capabilities help improve overall resident care. With Yardi EHR you can:

- Manage incidents affecting residents, staff or outside visitors
- Assign incident follow-up responsibilities based on role
- Accurately and efficiently manage wound care
- Control challenges and costs associated with behavioral problems
- Attach secure, digitized forms or photographic documentation

Mobile Point-of-Care

Yardi EHR is available as an application for desktop computers and mobile devices running Android, Windows and iOS. With the Yardi EHR app, staff has access to electronic point-of-care charting for all care-related tasks and real-time information. Key features include:

- Ability to work online and offline, with automatic syncing
- Tracking of care tasks, medication orders, wound treatment and behavioral issues
- Capturing of unassessed tasks for accurate resident billing
- Tracking of time and task exceptions

Key Features

- Comprehensive electronic health records
- Real-time staff notifications with resident care updates
- Electronic medication and treatment administration records
- Configurable resident assessments and care plans
- Incident and accident tracking and analysis
- Behavior management tracking
- Wound care tracking
- Simplified and effective staff training with extensive Yardi eLearning library and ongoing webinar program
Key Benefits

• Reduces risk and improves compliance through electronic medication management

• Reduces errors through automated, real-time notifications for key areas of concern

• Increases efficiency across the entire organization through the integrated Yardi Senior Living Suite, including Yardi EHR and Yardi Voyager Senior Housing

• Simplifies training with integrated Yardi eLearning solution based on familiar paper-based MAR workflows
Streamline medication administration with an efficient online solution that is integrated throughout your organization and pharmacy partners.
Yardi eMAR

Simplify medication administration with Yardi eMAR, a browser-based solution enabling real-time communication between pharmacies, assisted living communities and health care staff. Yardi eMAR is fully integrated with the Yardi Senior Living Suite giving total business insight through one complete platform. Yardi eMAR features a modern interface optimized for touchscreen navigation on mobile devices as well as traditional desktop computers. Its overall design provides users with an intuitive, easy-to-learn workspace for faster training with less expense.

Work Smarter

Make staff more efficient by replacing time-consuming phone calls and outdated paper medication processes. Yardi eMAR eliminates hours of monthly medication audits and creates a comprehensive medication administration schedule accessible by all authorized users. With Yardi eMAR, senior living providers can work online with pharmacies to expedite communication of new orders, order changes, refill requests and resident census changes.

Reduce Risk

Yardi eMAR improves charting with intuitive workflows and reminders for staff (e.g., prompting them when a medication requires vitals to be checked). Automated processes further mitigate risk by tracking follow-up orders, notifying caregivers of missed medications and documenting residents’ excessive use of PRN medication. With Yardi eMAR users have access to resident pictures, drug database intelligence, advanced charting rulesets and barcode scanning. In short, Yardi eMAR provides everything necessary to maintain the "Five Rights" of medication administration: right medication, right dose, right time, right route and right resident.

Go Mobile

Yardi eMAR is accessible on desktop computers as well as tablet devices with adaptive screen rendering and touch support. Advanced online/offline charting capabilities enable continuous medication administration even during loss of Wi-Fi connectivity or a power outage.
Certified Pharmacy Network

Yardi maintains ongoing pharmacy interfaces through our Yardi Pharmacy Network. Connecting Yardi eMAR with a member pharmacy enables real-time resident medication information sharing, automated prescription fulfillment orders and streamlined communication with pharmacy staff who can also be provided with secure, online access to the system. Contact Yardi for a list of pharmacies in our network or ask your pharmacy provider to contact us to begin the certification process.

Key Features

• Integrated with the Yardi Senior Living Suite for complete insight into resident care, community management and corporate operations
• Online/offline charting for uninterrupted medication administration
• Multidirectional communication with leading pharmacy software systems
• Single-click electronic refill requests and drug inventory tracking
• Advanced drug database intelligence for medication lookup and order entry autopopulation
• Efficient physician cycle approval through secure, online, third-party logins
• Compatible with barcode scanning systems
• Accessible through applications designed natively for Apple®, Android™ and Windows™ tablets
• Online staff training and continuing education through integrated Yardi eLearning solution

Single Vendor Solution

Yardi eMAR works seamlessly with other Yardi Senior Living Suite solutions for CRM, marketing, sales, finance, community management, electronic health records, staff training, business intelligence and more. Take a look at our flagship modules, Yardi Voyager Senior Housing and Yardi EHR and see how you can replace multiple software systems with one complete solution from a single vendor.
Key Benefits

• Saves money by consolidating procurement spend into one platform
• Enables better decision-making with real-time Voyager data
• Provides powerful analytics to support continuous process improvement
• Increases efficiency and productivity with online and mobile workflows
• Eliminates interfacing with third-party systems
• Saves time and drastically reduces scanning, keying, printing and other manual tasks
• Gives vendors real-time transparency into their business with you
• Identifies potential at-risk vendors and develops strategies for managing them
Procure to Pay

Go paperless and reduce manual tasks with an end-to-end procure to pay solution. Gain real-time visibility into budgets and cash, increase efficiency with online catalogs, and manage and pay vendors more effectively.
Yardi Procure to Pay

Gain efficiency and productivity across the procure to pay process while attaining real-time transparency into your budgets and cash flow. The end-to-end Yardi Procure to Pay platform includes powerful vendor management tools, flexible purchasing catalogs, electronic processing and approvals for purchase orders and invoices, and seamless outsourced vendor payments.

Paperless Invoice Processing

Yardi PAYscan is a paperless, mobile-enabled invoice workflow platform that provides a 360-degree view of transactions from check to payable to invoice to purchase order, work order, job or contract. In addition, all budget and cash data is available in real-time. Use powerful analytics to drive continuous improvement across your procure to pay process.

Full-Service or Email Invoice Processing

Reduce costs and increase efficiency even further with Yardi PAYscan Full Service or Yardi PAYscan Email Processing. With Full Service, Yardi provides a dedicated PO Box and email address for vendors to submit invoices. With Email Processing, vendors email the invoice directly to Yardi and we enter the data into Voyager for you. All invoices show in Voyager as invoice registers, ready for you to review, approve and process as payables.

Payments

- Yardi Bill Pay offers outsourced check printing and ACH payments
- Yardi Bill Pay credit card payments (both physical and virtual) create a frictionless payment process
- Complete the automation of the Procure to Pay cycle

Vendor Management

- VENDORCafé provides a web/mobile platform to help manage vendors more effectively
- VENDORCafé provides vendors real-time invoice and payment transparency
- VendorShield reduces risk and helps automate vendor screening and onboarding

Invoice Processing

- Yardi PAYscan offers web/mobile invoice processing
- Vendors submit invoices to Yardi for scanning and data entry
- Yardi Utility Expense Management drastically reduces time spent on utility invoices

Procurement

- Yardi Marketplace offers a web/mobile purchasing platform with powerful reporting
- Your suppliers and pricing reside in one procurement platform (Yardi catalogs also available)
- Deep integration allows electronic invoices to flow directly into PAYscan
Online Procurement*

Yardi Marketplace is an online and mobile MRO shopping platform. Manage suppliers and leverage contracted pricing in one platform with off-the-shelf supplier relationships and catalogs, or create your own online catalogs. Yardi Marketplace works seamlessly with PAYscan to process invoices electronically. Get insightful reporting that gives you full control of your organization’s procurement activity.

Vendor Management

Empower your vendors to manage their business with you through the VENDORCafé online and mobile portal. Vendors can submit invoices and view invoice status, payment details, purchase orders and work orders in real time. Invoices submitted electronically through VENDORCafé import immediately into PAYscan. VendorShield simplifies management of Form W-9s, certificates of insurance, service contracts and other documents.

Simplified Bill Payments*

Speed up the vendor payment process with Yardi Bill Pay. Invoices are seamlessly routed through your approval workflows. Bill Pay automatically pulls payments from your Voyager database and fulfills them based on how you pay each vendor. Vendors receive payment via your choice of mailed check, ACH or credit card.

*Not currently available in Canada

Key Features

- Centralized and powerful procurement platform
- Full audit trail capabilities to enforce compliance
- Open invoice monitoring and real-time view of cash
- SKU-level reporting to identify potential savings
- Electronic invoicing with Yardi Marketplace and VENDORCafé
- Full-service invoice importing and data entry to eliminate self-scanning
- Invoice matching to POs, contracts, WOs and jobs
- Simple management of W-9, COI, service contracts and other documents
- Integrated mobile app for online invoice approvals and review

*Not currently available in Canada
Key Benefits

• Provides financial oversight with real-time cost, commitment and budget comparisons portfolio-wide

• Helps maintain tight cost control with automatic over-budget monitoring of every transaction

• Establishes governance with predefined workflows and rules consistent with Yardi Voyager

• Controls capital expenditure budget allocation process

• Includes extensive analytic reporting
Job Cost

Improve cost control, budget oversight and profitability for construction projects of every size and description—from capital expenditures and single-unit improvements to ground-up developments.
Yardi Job Cost

Keep projects on track with heightened cost control, complete budget oversight, and accurate forecasting and management of contracts, commitments and cash flow. Manage all types of construction projects including CAPEX, tenant improvements, space renovations and property development.

Construction & Development

Support projects at all phases, from pre-development to close-out, and for any duration. You can also develop financing plans and manage contract commitments, draws and progress billings from general contractors and subcontractors, and complete projected final and cash flow forecasting.

Job Costing & Budgeting

Your actual costs are automatically tracked and compared to the job budget. You get full visibility into all committed costs and change orders, with real-time job cost and general ledger updates as transactions are entered. Billing and draws can be created easily by actual costs incurred or percent complete, and charges generated automatically for recovering costs.

Comprehensive Reporting

Strengthen your reporting with comprehensive information related to budget amounts, revisions, commitments, change orders and amounts billed to date per category. Slice the data any way you like—by property, job, cost code or job attribute, among many other options.
Key Features

• Unlimited, user-defined budget cost categories with templates and models
• Full contract and change order, committed cost tracking and analysis
• Detailed, real-time recording of job costs and other actions across the entire construction lifecycle
• Multiple job cost summary and detail reports with drilldown to underlying transactions
• Custom, automated workflow approval for jobs, job budgets and revisions, contracts and change orders
• Multiple points of access for importing and exporting data
• Custom job cost analytics for creating your own reports
• Seamless integration with Voyager

Increased Flexibility

Apply user-defined workflow approvals for jobs, budgets, contracts and budget transactions. Simplify your work by hiding unused features and fields. Define your own fields for capturing pertinent data for historical purposes and reporting.
Key Benefits

- Ensures fewer equipment breakdowns with preventative maintenance scheduling
- Enables fast response to maintenance requests with mobile access
- Facilitates oversight of maintenance personnel with location tracker
- Features graphical display of key performance indicators
- Includes maintenance, inspection and fixed assets modules
Maintenance Management

Schedule, track and manage all preventative, routine and emergency maintenance from your desktop or mobile device – and gain modules for managing inspections and fixed assets at no extra cost.
Yardi Advanced Maintenance

Yardi Advanced Maintenance is your solution for complete scheduling, tracking and management of asset maintenance from your desktop or mobile device. The solution supports all types of real estate market segments including, but not limited to, multifamily, subsidized, senior, military, condominium, HOA, retail, office and industrial properties. You can schedule preventative, routine and emergency maintenance tasks. A location tracking feature allows you to match technicians with tasks, ensuring rapid response to emergency requests.

Maintenance Manager Mobile

Yardi Advanced Maintenance includes the Yardi Maintenance Manager Mobile app which helps you save time, boost efficiency and increase tenant and resident satisfaction by taking your maintenance workflow mobile. Maintenance managers can easily track technicians, assign work orders and manage their maintenance tasks from an Android™ Tablet or iPad®.

Facilities Management

Stay informed about your properties’ maintenance operations via intuitive, customizable dashboards. A guided workflow simplifies and expedites the work order creation process. Key performance indicators help you assess work order response and completion, employee activity, and material usage. Also, the solution integrates with VENDORCafé to allow you to request and manage vendor proposals from your tablet.
With Advanced Maintenance, you receive additional products for managing assets at no extra cost, including:

**Yardi Maintenance**
Perform and track daily maintenance for your properties with unparalleled ease and efficiency.

**Yardi Fixed Assets**
Record and monitor fixed assets from purchase order issuance through purchase, use and final disposition.

**Yardi Inspection**
Schedule, perform and manage all types of inspections including annual, regulatory, due diligence and more.

### Key Features

- Full planning and scheduling of maintenance tasks
- Complete history of work orders
- Fewer equipment breakdowns with preventative maintenance scheduling
- Complete history of all fixed assets
- Fast response to maintenance requests with mobile access
- Oversight of maintenance personnel with location tracker
- Graphical display of key performance indicators
Key Benefits

• Speeds up employee onboarding with courses that blend Yardi software training and custom policies and procedures
• Reduces training administrative costs with efficient automated workflows and data import/export
• Consolidates training program administrative tasks to a single platform
• Automates recertification processes, due dates, notifications and compliance reporting
• Improves employee performance by encouraging staff to explore new skills in safe, Yardi practice areas
• Builds a robust culture of learning with achievements, peer discussions and assignment feedback tools
• Achieves better accountability and knowledge retention over traditional training
• Boosts employee confidence with relevant and effective training resources that improve job efficiency
Online Learning

Create a personalized learning experience that maximizes knowledge retention and job satisfaction.
Yardi eLearning

Get more value from your training budget. Yardi eLearning eclipses traditional staff training programs with on-demand digital content designed to improve job performance, reduce staff turnover and eliminate outdated teaching methods.

Get Simplified Access

Provide your employees with a role-specific learning plan that includes self-paced courses, instructor-led events and tests. Set delays on the learning steps to automatically unlock new content as the previous content is completed, or use timed delays to trickle content out over time. Learners can self-enroll in training from their custom course and event catalogs that present appropriate content based on job role or group assignment.

Automate User Management

Save time and avoid input errors with automated data transfers. Yardi eLearning supports data transfer to and from third-party learning management, talent management and HR systems. Administrators can set up automated, regularly-scheduled data transfers that streamline employee onboarding, reduce training administrative costs and ensure accurate reporting by consolidating students’ comprehensive training activities.

Customize Your Catalog

Choose from a comprehensive catalog of over 750 courses covering compliance, safety, professional development and more. Each course is fully customizable to individual company needs. Approximately 80% of the courses cover Yardi products and services. These Yardi-specific courses fit the learning needs of beginners to advanced learners.

Increase Staff Compliance

Keep staff informed about the latest federal legislation and prepared to comply with changing regulations. Yardi eLearning maintains courses that not only explain the laws, but provide relevant examples to help your team members understand areas of risk they must be aware of based on their role in the organization. Current offerings include Federal Fair Housing education (general and maintenance technician-specific) and harassment training (employee and supervisor versions). Flexible Bilingual Spanish versions allow your team members to select their own language preference while you issue and monitor completion on a single course.

Craft Learning Plans Based on Role

Build comprehensive training programs, targeted by job role, that deliver learning challenges to your employees steadily over time. Yardi eLearning Learning Plans are a quick, strategic way to assign users the exact learning materials necessary for their job, next promotion or to gain additional knowledge or skills. Plans can incorporate courses, online events and other learning opportunities scheduled to drop strategically as employees progress.

Make Live Events More Effective

Gain centralized management tools for classroom, webinar and in-person events. Trainers can schedule single or recurring events, interface with integrated Citrix®, Cisco® and Adobe® web conference tools, and import free Yardi webinars.
Integration helps trainers eliminate costly data entry errors, organize their calendar of events, manage attendance and report on student attendance. Yardi eLearning makes it easy to distribute training materials and set up pre- and post-event surveys to measure effectiveness of live webinar events.

**Organize Employee Resources**

Make it easy for Yardi eLearning users to find exactly what they need to make training more successful and their everyday work more efficient. Yardi eLearning administrators can use resource containers to curate relevant content from many different sources and deliver it to specific groups of users who need it most.

**Sign Documents Digitally**

eSign is a time-saving and paperless feature built into your Yardi eLearning university that allows you to upload your organization’s PDFs and build a digital library of documents that can be signed electronically to acknowledge policy statements or certify completion of goals and tasks. With eSign, users can insert custom signature files, select from included templates or create one from scratch on a tablet. eSign also has text fields which enable users to insert comments into the form. Eliminate the need to download, print, sign, scan, upload or email forms. Get it all done online quickly and with a convenient, digital audit trail.

**Collect Employee Input**

Create custom surveys and assess response data without leaving Yardi eLearning. Gain faster access to survey responses and analyze data easier by avoiding import/export from third-party survey software. Collect company-wide feedback by sending surveys via platform email or in a resource container. Gain learner input by including surveys in your courses and event descriptions to measure the effectiveness of the learning materials, gauge attendee learning goals and experience, and follow live events to evaluate instructor performance and classroom feedback.

**Use SCORM Courses in Yardi eLearning**

Yardi eLearning supports SCORM courses created in other authoring platforms, or those purchased from third-party vendors. Upload your external SCORM courses as a page with a course and issue it as a step in learning plans. Customize the SCORM-based course using Yardi eLearning tools to add custom pages before and after the SCORM page to embellish the off-the-shelf content with your custom instructions, policies, tests, eSign documents and assignments before and after the SCORM course.

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**Key Features**

- Centralized solution for online courses, live training events and organizational resources
- Integration with a variety of identity providers and webinar, video hosting and help desk software providers
- Manual and scheduled reporting to track learner progress and organizational trends
- Role- or region-based course deployment
- Extensive curriculum developed and maintained by Yardi and industry experts
- Intuitive authoring tools for quick course creation and rollout to learners
- Support for multimedia formats including SCORM, HTML, documents, images and videos
- Mobile access through all major handheld devices and web browsers
- Training and consultation from experienced Yardi eLearning experts
- Easy-access search function for staff to find company-wide resources
Key Benefits

• Ensures seamless integration of new releases and updates
• Features rapid solution implementation and deployment
• Includes hardware and network setup and performance monitoring
• Provides 24/7 accessibility
• Offers scalability and protection against outdated technology
• Lowers overall cost of implementation and maintenance
• Delivers up-to-the-minute reporting for all properties in your portfolio
• Includes access to expert technical support staff from an award-winning cloud solutions provider
Software as a Service

Rapid, best practices based deployment without the worry of application management or IT maintenance.
Yardi Software as a Service (SaaS)

Yardi Cloud Services utilizes more than 10 data centers around the world to enable faster, best practice based deployment of our latest platforms. Taking away the worry of managing applications and maintaining IT networks, Yardi SaaS allows you to optimize your Yardi platform with painless upgrades and delivers a preconfigured setup, secure IT infrastructure, 24/7 accessibility and full business continuity—all while reducing your overhead and capital costs. Yardi SaaS deployments include:

**SaaS**

With Yardi SaaS, clients share the application but have their own secure database. Yardi manages versions, relieving clients of performing upgrades themselves. Each SaaS client benefits from their own secure, best practices configured database and retains the ability to tailor and customize program features to meet their individual needs.

**SaaS Select**

Yardi SaaS Select clients have their own installation of the application and their own secure database which offers each client the ability to control their own versions and upgrades. Clients can choose if and when to upgrade and adopt new releases.
Full Compliance

Our hosting services are fully SSAE 18 (formerly SSAE 16) compliant. We undergo third-party audits and receive the SSAE 18 Service Auditor’s Report twice a year.

Redundancy and Uptime

• Guaranteed business continuity and disaster recovery
• Nightly backups and offsite transfer of all data
• Seismically braced server racks
• State-of-the-art fire suppression system
• Weekly server maintenance
• Around-the-clock monitoring of server operation
• Battery backups and a fully automatic fail-over standby generator to ensure uninterrupted performance in the event of a power failure

Award-Winning Provider

Power your business with the real estate industry’s most trusted cloud provider. Yardi is part of the Forbes Cloud 100, the definitive list of the top 100 private cloud companies in the world, developed in partnership with Bessemer Venture Partners.

Key Features

• Real-time, centralized processing and remote site linking
• 128-bit encryption over the Internet
• SSAE 18 and PCI compliance
• Multiple firewalls
• On-premises security personnel
• Continuous video surveillance
• Biometric screening to enter/exit Yardi Data Centers
• Primary and secondary data center location for comprehensive DRP (Disaster Recovery Planning) service
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