



Smarter senior living: Your guide to efficient operations & better outcomes

4 ways artificial intelligence supports better decisions, staff productivity & resident experience across the Yardi Senior Living Suite



AI that works for you

Artificial intelligence is transforming how senior living communities operate, but it only matters if it makes your job easier and your residents' lives better. **Yardi Virtuoso**, our AI platform, is built to support senior living teams by enhancing everyday workflows with intelligent assistance. Introduced through phased pilot and beta releases, Virtuoso is embedded directly in select **Yardi Senior Living Suite** products to help

reduce manual tasks, surface relevant information and improve efficiency.

Rather than replacing people, Virtuoso is designed to assist staff in the tools they already use. This ebook explores what you can accomplish when human judgment and oversight remain at the center of every decision.

With Virtuoso embedded in your senior living tools, you can:

1. Simplify daily tasks & increase occupancy with smart automation
2. Strengthen resident care with predictive insights
3. Activate AI across your organization with a unified data foundation
4. Build trust through ethical & secure AI

1

Simplify daily tasks & increase occupancy with smart automation

In [Senior CRM](#), Virtuoso introduces AI-assisted capabilities that help sales and leasing teams work more efficiently. Call transcripts, summaries and message rewriting assistance reduce manual effort and help teams stay organized while maintaining full control over follow-ups and messaging. These features are currently available through Virtuoso pilot programs, with broader availability planned through beta releases.

Benefits of smart automation include:



Lead prioritization boosts team efficiency.



Virtual assistants and suggestions help staff stay focused.



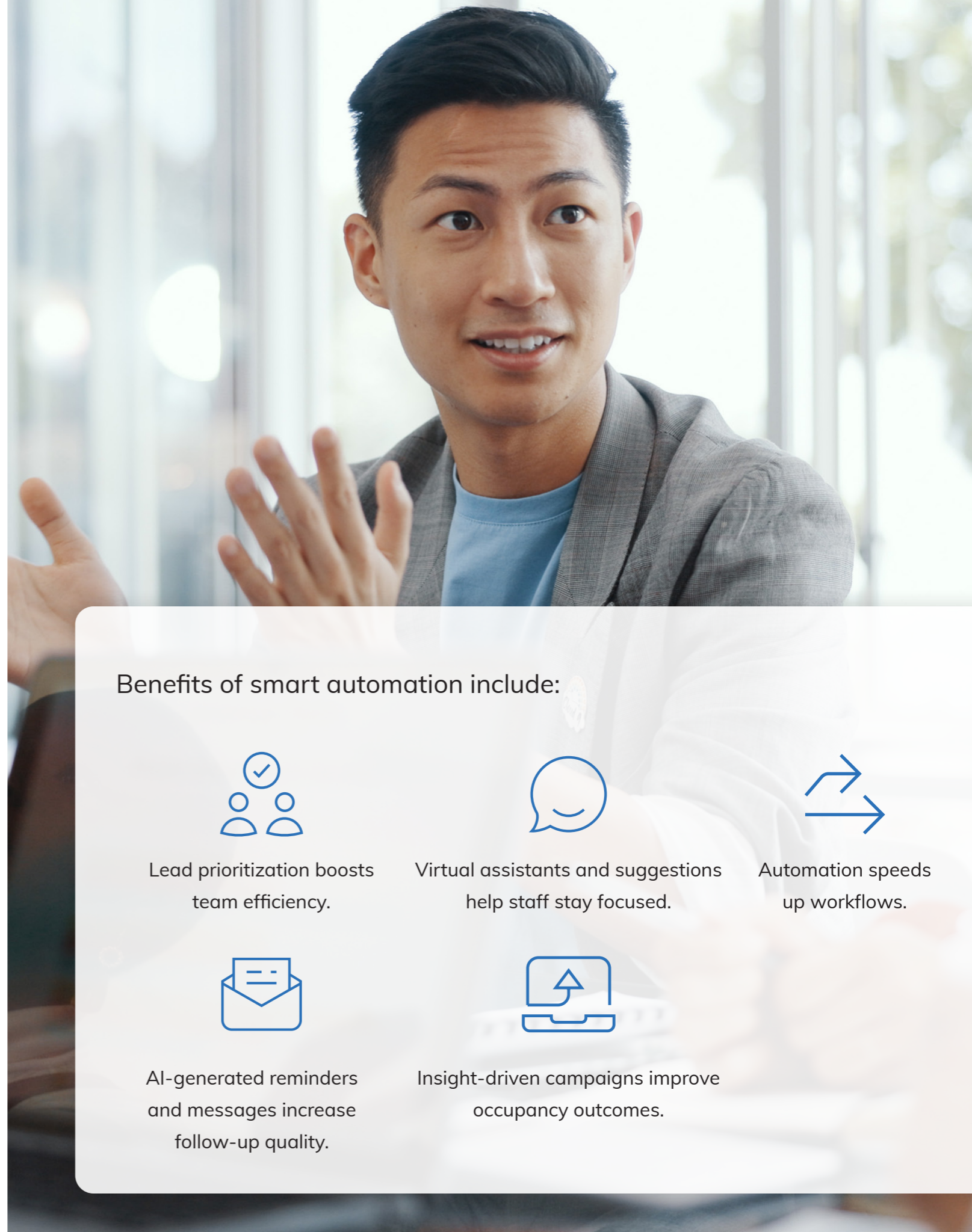
Automation speeds up workflows.



AI-generated reminders and messages increase follow-up quality.



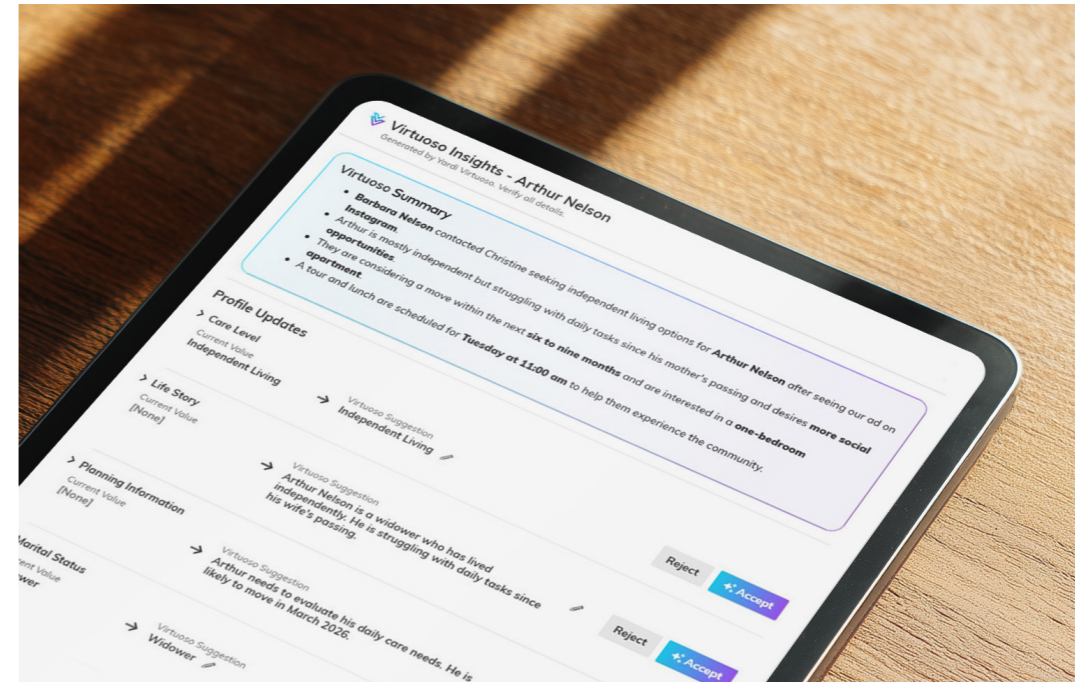
Insight-driven campaigns improve occupancy outcomes.



Common challenges for managing leads in CRM tools

Sales teams face common friction points when managing leads in a customer relationship management (CRM) tool:

- Notes vary from sales rep to sales rep
- Sales teams don't use sales tools
- Results are inconsistent
- Onboarding takes too long
- Sales counselors have too much data, but not enough time



Virtuoso capabilities in Senior CRM bridge these gaps so sales teams can reach prospects, tie sales activity to revenue impact and analyze results that need to improve.

1.

Empower sales counselors with better ways to prioritize work, make strategic decisions and communicate compassionately with prospects:

- Message rewriting assistance with staff control over messaging & engagement strategies
- Data insights for identifying priority leads
- Behavioral patterns suggest empathetic & relevant engagement with prospects

2.

Integrate teams by tying sales activity to revenue impact:

- End-to-end visibility from lead engagement → CRM tracking → financial outcomes
- AI woven directly into workflows
- Flexibility to also use your preferred AI assistants & tools

3.

Measure performance and coach teams by analyzing sales results:

- A single source of truth for sales & marketing performance
- Clear visibility into ROI & revenue impact
- Data-driven coaching & accountability at every level
- Predictive power to plan proactively

Strengthen resident care with predictive insights

In [Yardi EHR](#), Virtuoso capabilities are being developed to support clinical teams by highlighting relevant information about resident health, based on existing documentation.

Virtuoso is designed to assist clinicians by organizing and summarizing information, while clinical judgment and decision-making remain firmly in human hands.

Benefits of predictive insights include:

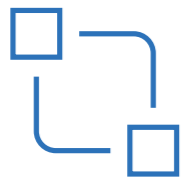


Predictive trends support preventative care.



Alerts are based on real-time resident data.

In addition, automated workflows support staff to provide better resident care:



Automated workflows lead to better documentation & compliance, reducing risk.



Less time spent on data entry means more time for meaningful interaction with residents.





What is efficiency without empathy?

You need both technology and compassion for your senior living communities to succeed. AI and people work together for the best results.



Virtuoso insights
& automation

Human judgment
& compassion

Better care &
meaningful moments

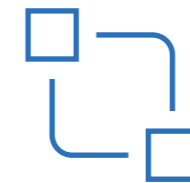
AI-assisted features help organize information and streamline workflows, while staff apply experience, empathy and professional judgment to every decision. Residents experience an increase in quality care.

3

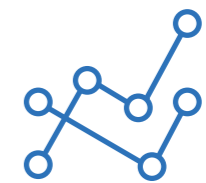
Activate AI across your organization with a unified data foundation

Because the Senior Living Suite is one connected platform, Virtuoso enhancements are designed to integrate seamlessly and share data as they are introduced in phased releases.

Benefits of a single, connected solution with built-in AI include:



AI works with your current systems and doesn't require separate databases or disconnected workflows.



Integration enhances the power of AI, using the same data across all tools, eliminating data gaps & inconsistencies.



You benefit from faster innovation because updates are delivered across one platform.



Data-driven decisions are easier when everyone works from the same information.

Build trust through ethical & secure AI

Our approach to AI emphasizes clear user oversight, thoughtful integration into real workflows and alignment with established data security and privacy standards. Virtuoso is designed to support teams, not automate decisions.

4



Benefits of data privacy and security include:



You decide how and when to apply AI



Data is protected through robust security protocols

What's next for AI in senior living



The future of AI in the Yardi Senior Living Suite is shaped by client needs and real-world challenges. Yardi Virtuoso will continue to evolve through pilot programs, beta releases and phased rollouts — guided by client feedback and operational needs. AI features and timelines are subject to change as development progresses.

Ready to see how AI can support your senior living community?

[SCHEDULE A MEETING](#)