

## YARDI Help Desk™

No one understands Yardi software better than the Yardi technical experts. Yardi Help Desk technicians train and work alongside the Yardi Client Services team, so they are better equipped than anyone in the industry to assist you with training and questions regarding Yardi Voyager™. To help you operate at peak efficiency, Yardi Help Desk responds with prompt assistance by phone, email, and a centralized ticketing system. With this superior support, your staff can focus on their core competencies, while monthly executive reporting engages you with insight for strategic planning.



## Greater Efficiencies

Our goal is to ensure you get maximum value from your Yardi solutions. To that end, our clients using Yardi Help Desk have unlimited access to our recurring series of instructor-led classes using GoToMeeting®. These classes focus on common property site operations such as processing traffic, work orders, and move-ins, and will help establish a solid foundation of Yardi software expertise for your users. Additionally, custom classes tailored to your company—including new employee training—are available to empower your team with application proficiency. Yardi can also provide a website with a video training library, as well as customized training videos.

## Key Features

- Centralized ticketing system tracks tickets by property
- Defined service levels include normal, critical, and custom response
- Monthly calendar for online training
- Training available onsite, online, and through custom videos
- Analytics show usage by volume, frequency, and issue type
- Monthly executive reporting package with analytics
- Optional services include data entry to set up properties
- Scalable support responds to your changing needs
- Dedicated toll-free phone number and email address
- Available from 8:00am to 8:00pm EST

## YARDI Consulting Services

In addition to **Help Desk** response, Yardi offers consulting services to help you gain full benefit from your Yardi software. Yardi experts will consult with your organization in accordance with best practices and your policies. We offer customized, project-based scoping and planning, module and feature implementation, custom reporting, third-party integration, training, and detailed efficiency reviews.

## Expert Implementation

At Yardi, we believe talented and service-oriented people make the difference, and we are proud to employ nearly 2,000 technology specialists in 22 offices around the globe. To help you quickly realize the benefits of your Yardi software, our highly skilled team delivers efficient system implementation that ensures fast execution and minimal disruption to your onsite staff. If you require custom programming to meet your reporting needs or to integrate third-party applications, Yardi can provide that, too.

## Key Benefits:

- Planning and project management expertise
- Consultation based on best practices
- Tailored project-based scoping
- Dedicated implementation team
- Module and feature implementation
- Custom functionality and reporting
- Onsite Yardi application training
- Third-party integration
- Efficiency reviews and quality assurance

## Integrated Solution

Yardi Help Desk is one of the products in the **Yardi Multifamily Suite**.™ Other products from the **Multifamily Suite** include:

Yardi Call Center™

Yardi Cloud Services™

Yardi Energy Solutions™

Yardi Help Desk™

Yardi Payment Processing™

Yardi Portal™

Yardi Procure to Pay™

Yardi RENTmaximizer™

Yardi Resident Screening™

And introducing **RENTCafé**. **RENTCafé** is an Internet listing service that provides property listings, availability, photos, and floor plans to prospective renters. It is fully integrated with **Yardi Voyager**, so leads are automatically entered as **Voyager** guest cards. There are no upfront fees—you pay only when you execute a lease.



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