> " "I don't know how we lived without Yardi Senior IQ for so long." "
>
> Michael Bowles, Project Coordinator Dial Senior Living

The Company

Founded as a real estate company in 1959 and based in Omaha, Neb., Dial Senior Living Communities manages independent living, assisted living and memory care communities in seven U.S. states.

The Challenge

Uncoordinated Data Management

Dial Senior Living previously used separate programs for marketing, care and other operations. The uncoordinated efforts duplicated information gathering and limited reporting capabilities. Also, according to Michael Bowles, project coordinator for Dial Senior Living, "our executives couldn't generate reports. They had to put in a ticket, which made them and our investors wait. We wanted a more efficient reporting workflow and more responsive investor service."

The Solution

Yardi Senior IQ

Yardi Senior IQ draws portfolio-wide operational and financial data from Yardi Voyager, unifies marketing and resident care efforts, and automatically compiles custom reports on community occupancy and other analytics requested by Dial Senior Living's investors.

The Story

Superior Efficiency and Investor Service

Reports generated by Yardi Senior IQ give Dial Senior Living in-depth insight into its communities' occupancy, finances and other performance metrics. Reports, including custom dashboards, are accessible with minimal navigation by the user.

"Yardi Senior IQ is fantastic because it establishes orderly workflows and creates new reports from existing ones, complete with custom dashboards. Investors can get very specific information on demand without having to wait for us to send it," said Bowles.

He added, "Our marketing, care and finance teams work as one team now because nobody is duplicating somebody else's data compilation. That has drastically cut down manual tasks and helped us maintain operations with fewer people onsite, an important consideration in the COVID-19 era."

Sidebar

DIAL SENIOR LIVING

Markets
Senior Living
Commercial
Residential

Portfolio
More than 2,100 units in 38 independent living, assisted living and memory care communities in seven U.S. states.

Client Since
2011

Highlighted Products
Yardi Senior IQ

The Benefits
By replacing spreadsheets with a single connected solution, Dial Senior Living cut about 4 hours from the process of converting prospect information to the resident ledger. The solution also enhanced investor satisfaction with custom reports and uncovered significant revenue opportunities.

About Dial Senior Living
dialseniorliving.com

Learn More
Yardi.com

Contact Yardi
Sales@Yardi.com

YARDI

Yardi Senior IQ generated significant revenue opportunities by revealing care costs that Dial Senior Living could have charged versus actual charges. "The variance will pay for our use of the solution for a year in less than three months," Bowles said.

"We've gone from a medium company to a large company over the past three years. Yardi senior living management solutions have helped us sustain that growth with minimal disruption," Bowles said.

Dial Senior Living has also implemented Yardi EHR, Yardi eMAR, RentCafe Senior CRM, Yardi Voyager Senior Housing, RentCafe Senior Living Portal, Yardi Procure to Pay Suite, Yardi Maintenance, RentCafe Connect, Yardi Job Cost, Yardi Payment Processing, Yardi Budgeting and Forecasting

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