



See everything, decide faster: Senior living in the age of connected data

How five senior living operators replace manual reporting, unify data & drive better decisions at every level of their organizations

The data problem holding senior living back

Senior living operators across the industry face a deceptively simple challenge: getting the right information to the right people, at the right time. For organizations managing dozens of communities, every extra hour spent collecting data from spreadsheets, reconciling conflicting reports and preparing presentations for leadership is an

hour not spent on what matters most — the residents.

The communities featured in this ebook represent a cross-section of the industry: for-profit and nonprofit, large and mid-size, independent living, assisted living, memory care and supportive living. They operate across the United States and Canada.

They serve different populations. But they share something in common: all of them were losing valuable time and visibility to fragmented, manual reporting processes.

Five senior living providers share how they changed their processes and what their work environments look like now.

Each of these organizations replaced time-consuming manual data collection with real-time dashboards. Each eliminated the redundant, error-prone work of copying and pasting data across systems. And each now has the visibility to make faster, more informed decisions, at the community level, the portfolio level and in the boardroom.

Client story 1: LCB Senior Living

40+ communities, one real-time view

Client story 2: Allegro Living

From spreadsheets to investor-ready dashboards

Client story 3: Silvera for Seniors

A nonprofit's path to one system of truth

Client story 4: Silverado

Connecting clinical, financial and marketing data

Client story 5: The Manor Village & Statesman USA

A fully integrated Senior Living Suite transformation

Themes & takeaways

What these stories have in common

The platform

Yardi Senior IQ & the Yardi Senior Living Suite

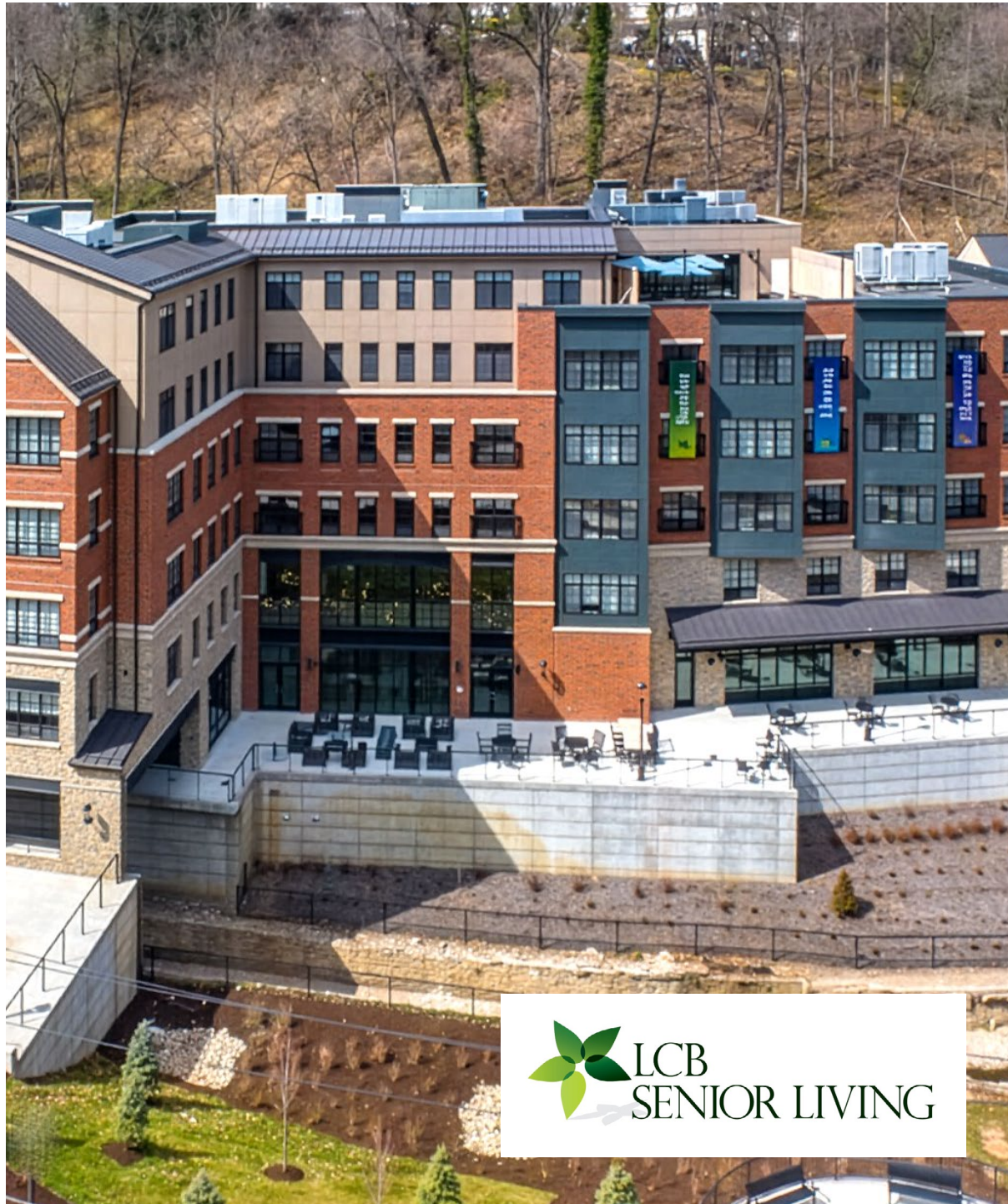
Get started

Ready to see what's possible for your communities?



CLIENT STORY 1

LCB Senior Living



Northeast & Mid-Atlantic, U.S.

Client since 2013

40+ communities: *independent living, assisted living, memory care*

Founded in 2011 in Norwood, Massachusetts, LCB Senior Living builds and acquires senior housing communities and portfolios. Operating more than 40 communities across New England and the mid-Atlantic region, LCB needed an efficient and reliable way to bring clinical and operational quality data together.

THE CHALLENGE

Manual reporting & limited visibility

Before Senior IQ, LCB Senior Living relied on manual processes to gather quality assurance metrics. Teams had to track data from multiple sources, making reporting labor-intensive and time-consuming. The information was often backward-looking, limiting the ability to respond quickly to emerging trends.

THE SOLUTION

Yardi Senior IQ

With Senior IQ, LCB accesses dashboards that pull identified metrics into one place. Everyone who needs the information has access to a real-time view of what's happening across the portfolio. Teams can quickly identify trends and focus on areas that need attention, and leaders can access performance data in seconds.

Pulling portfolio data into one place

With Senior IQ, LCB brings metrics from 40+ communities into a central location. Instead of gathering data manually, teams access portfolio-wide dashboards that provide a clear view of performance. Real-time visibility changed both the pace and the quality of decision-making.

Monitoring trends with custom dashboards

LCB created a custom dashboard that pulls metrics related to regulatory and financial success. In seconds, leadership can see overall numbers and performance for each community and know what to target to drive success. Clinical teams use a custom dashboard to track care given to at-risk residents, ensuring they receive timely attention.

Acting on data to improve performance

With immediate access to data, LCB Senior Living can respond to negative trends and promote positive ones. The company now uses Senior IQ in operations meetings to review performance and guide discussion of focus areas for the future. Instead of spending time on compiling reports, the meetings focus on strategic decisions.



"[Senior IQ] is an incredibly powerful tool that provides me the insight needed to manage 40-plus communities. ... It's now used at our operations meeting to review trends, successes and areas of focus. It has changed how we do business!"



Michele Gannon, RN MSN

Senior VP of Care & Quality Assurance, LCB Senior Living

PRODUCTS USED

Senior IQ • Voyager Senior Housing • EHR • RentCafe Senior Living Portal • PayScan • Aspire

CLIENT STORY 2

Allegro Living



Northeast, Mid-Atlantic, Southeast & Midwest
Client since 2009

60+ communities: *independent living, assisted living, memory care*

Allegro Living is a St. Louis- and Orlando-based senior living operator that includes eight brands, primarily Allegro and Spring Arbor properties. Spring Arbor Management and Allegro Management Company merged in 2025 to form a senior living management and development company across 13 states in the Northeast, Mid-Atlantic, Southeast and Midwest. The communities continue to operate under their recognized legacy brands under a commonly owned holding company called Allegro Living.

THE CHALLENGE

Manual reporting & redundant verification

Before Senior IQ, Allegro relied on Excel spreadsheets and email to track occupancy and operational performance across communities. Teams manually filled out reports and sent them for consolidation. Leadership had to double-check community submissions against reports to confirm accuracy. This created redundant work and required hours to prepare weekly reporting.

THE SOLUTION

Yardi Senior IQ

Now, Allegro has a centralized dashboard in Senior IQ for all operational reporting. Information flows directly from Voyager Senior Housing, giving teams a reliable system of record. Summary tiles show high-level metrics and teams can access detailed data instantly, instead of drilling down into separate reports.



Replacing manual reporting with centralized dashboards

Allegro now relies on Senior IQ dashboards to track occupancy and operational performance across their communities. Teams review shared dashboards that display key data points in one place. Leaders review high-level metrics with easy access to more details. This centralized approach eliminates redundant work and gives teams a single source of truth.

Monitoring occupancy and census performance in one view

Allegro created custom dashboards to monitor occupancy and census trends across communities. These dashboards display month-to-date and year-to-date move-ins, occupancy levels and referral sources in one place. Sales and operations leaders can quickly review performance metrics. Visual charts and summary tiles make it easy to monitor trends

and identify opportunities across the portfolio.

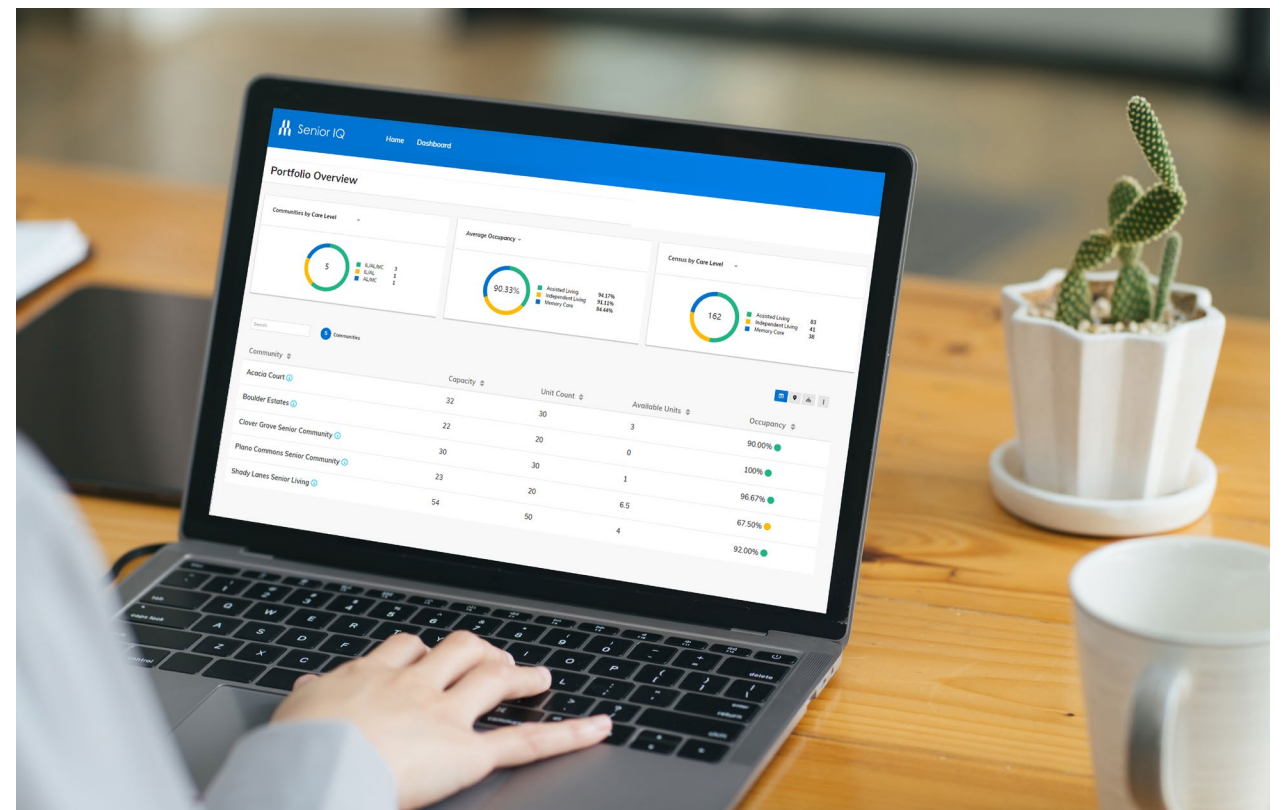
Delivering real-time answers during investor conversations

One of the most visible changes for Allegro has been how leadership responds to investor questions. Instead of searching for reports during calls, leaders can open up the dashboard and quickly provide accurate information they trust.

"[Leadership] will have the dashboard up on an investor call and they can answer questions in real time and just say, 'Oh yeah, I can pull that for you right now' instantaneously, instead of waiting to find that report or drill down."



Rebecca Peterson
Operations Specialist, Allegro Living



PRODUCTS USED

Senior IQ · Voyager Senior Housing · EHR · eMAR ·
RentCafe Senior Living Portal · PayScan · Payment Processing · Fixed Assets Manager · Construction Manager

CLIENT STORY 3

Silvera for Seniors



Calgary, Alberta, Canada

Client since 2018

Nonprofit with **38 communities**: *independent living, supportive living*

Silvera for Seniors is a nonprofit organization in Calgary, Alberta, that provides more than 2,300 units of affordable senior living. With 60+ years of service, Silvera focuses on creating safe, inclusive communities where residents of varying income levels can access housing, social programs and support services that promote well-being and connection.

THE CHALLENGE

Disjointed reporting & limited visibility

Before adopting Senior IQ, Silvera relied on several reporting tools across departments. Metrics and calculations were not always consistent, requiring teams to manually compile data in spreadsheets. Without centralized dashboards, leaders lacked a clear view of performance and trends. Preparing reports for meetings was time-consuming.

THE SOLUTION

Yardi Senior IQ

With Senior IQ, Silvera accesses operational data through a centralized reporting platform. Custom dashboards provide real-time insight into performance across communities, replacing manual spreadsheets. Automated reporting and consistent calculations ensure teams work from the same trusted, up-to-date information.

**Bringing reporting together
in one platform**

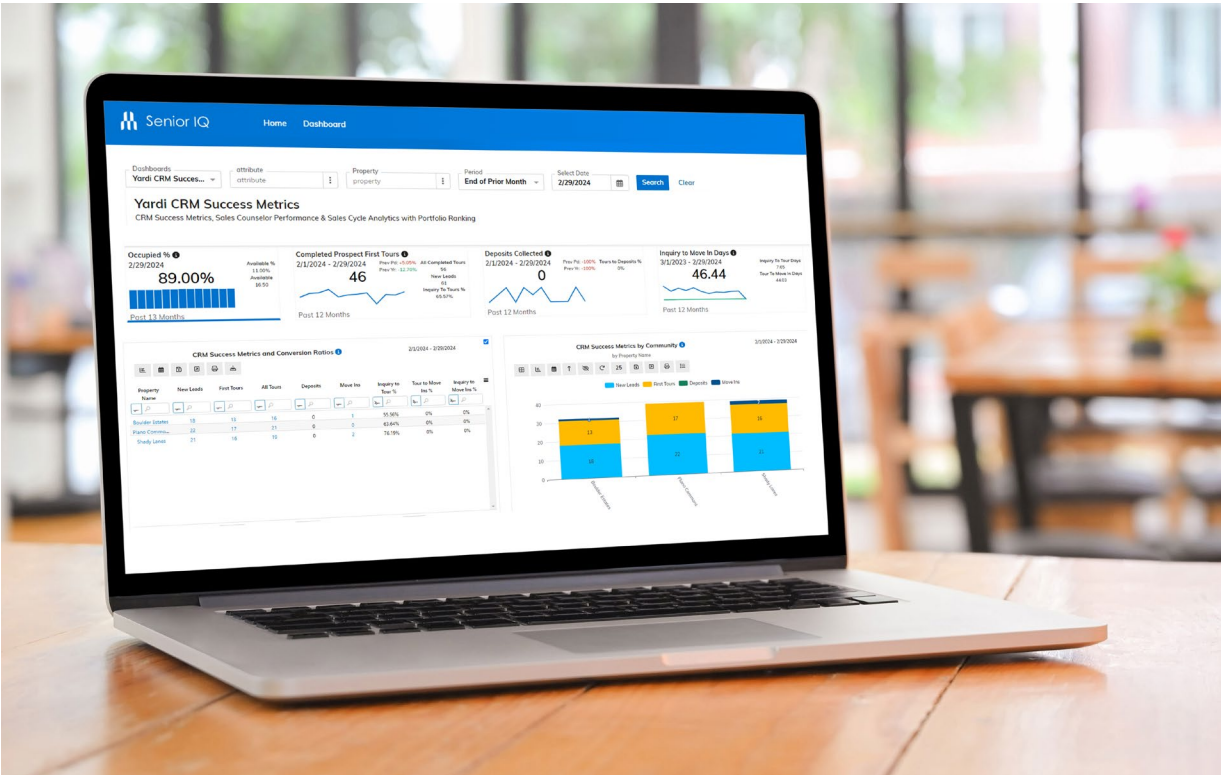
Silvera’s operational data is now consolidated in one place within Senior IQ, so leaders can access important metrics directly from the platform. Teams review consistent data across departments and communities using shared dashboards and reports. With a centralized source for reporting, leadership gains a clearer view of organizational performance.

**Visualizing performance
with dashboards**

Silvera leaders use Senior IQ custom dashboards to review operational data. The dashboards present targeted metrics visually in charts and graphs, helping teams quickly understand trends and identify areas that need attention. Leaders explore dashboards that update automatically — a particularly meaningful change for a nonprofit managing a high volume of communities on lean administrative resources.

**Delivering faster
insights for leadership**

Silvera streamlined how teams prepare for leadership meetings, using up-to-date, centralized data directly in Senior IQ. Now that leaders can log in and review results instantly, staff spend less time on data organization. Everyone has more time for discussions and decisions that matter.



"We get one system of truth for operational data instead of having many takes on extracts that can lead to different numbers."



Bill Aggelakos
Senior Business Analyst, Silvera for Seniors

PRODUCTS USED

Senior IQ · Voyager Senior Housing · Senior CRM · EHR · eMAR · RentCafe Senior Living Portal · RentCafe Wellness · PayScan · Aspire

CLIENT STORY 4

Silverado



10 states across the U.S.

Client since 2008

28 communities: *memory care, assisted living*

Silverado is a provider of assisted living communities specializing in memory care, dedicated to enriching the lives of individuals living with Alzheimer's and other forms of dementia. Founded in 1996, Silverado combines medical expertise, innovative programming and compassionate support. The organization operates memory care communities across California, Illinois, Maryland, Missouri, Nevada, Tennessee, Texas, Virginia, Washington and Wisconsin.

THE CHALLENGE

Fragmented reporting & inconsistent metrics

Before adopting Senior IQ, every department was using a different reporting tool to communicate results. Teams applied inconsistent calculations and metrics. Reporting lacked visualization tools, making it difficult for leadership to interpret results quickly — and impossible to understand how outcomes in one area affected performance in another.

THE SOLUTION

Yardi Senior IQ

With Senior IQ, Silverado leaders now access standardized, portfolio-wide KPIs for clinical, financial and marketing on one platform. Reports with visual representations like charts, graphs and dashboards help them review metrics quickly. By linking data across departments, they can see how outcomes in one area affect performance in another.

Unifying data across departments

With clinical, financial, sales and marketing data together in one platform, teams and leadership have a single source of truth. "We're finally able to see how certain outcomes impact various departments of the organization," said Jessica Ortega, vice president and corporate controller.

Streamlining executive reporting

With Senior IQ, Silverado significantly reduced the time leaders spend reviewing reports. Instead of logging into multiple systems and downloading separate files, teams access dashboards in one centralized platform. Real-time data and custom dashboards provide immediate visibility into key

metrics, so Silverado's meetings are more focused and productive.

Strengthening referral and revenue decisions

By connecting data across the organization, Silverado can analyze referral partner performance with greater precision. Leaders can evaluate which referral sources

lead to longer lengths of stay, higher revenue and stronger overall outcomes. Detailed performance data supports more informed decisions about where and how to invest in partnerships and marketing.

"Leaders no longer waste time downloading reports to prepare for meetings. Instead, they're able to log in to the platform and see results seamlessly. This allows for more fruitful discussions and gives back time to all leaders of the organization."



Jessica Ortega

Vice President, Corporate Controller, Silverado



PRODUCTS USED

Senior IQ · Voyager Senior Housing · Senior CRM · EHR · RentCafe Senior Living Portal · Payment Processing · Procure to Pay Suite · Forecast IQ

CLIENT STORY 5

The Manor Village & Statesman USA



Arizona, Alberta & Ontario

Client since 2013

9 communities: *independent living, assisted living, memory care*

The Manor Village Life Centers are family-owned communities across North America founded by Dr. M. Garth Mann. Known as "The Community with Heart," the communities provide all-inclusive amenities, comprehensive services and compassionate care tailored to the needs of each resident. The Mann family are innovators in design, development, building and managing award-winning retirement communities in the United States and Canada.

THE CHALLENGE

Disjointed, piecemeal systems and workflows

Before using Yardi Senior Living Suite, The Manor Village lacked a centralized platform, which made processes inefficient and difficult to manage consistently across the organization. Paper-based health assessments, manual service plans and fragmented financial workflows created administrative burdens across departments.

THE SOLUTION

Yardi Senior Living Suite

With a fully integrated solution, The Manor Village gained end-to-end visibility into the prospect journey and seamless collaboration between wellness and leasing staff. Wellness teams complete initial health assessments once, with residents' level-of-care data automatically flowing into the CRM software.

Bringing teams together across the resident lifecycle

After adopting Yardi Senior Living Suite, The Manor Village was able to align teams around a shared system of record that supports residents from initial inquiry through ongoing care and financial management. By centralizing leasing, wellness, accounting and operations within one platform, staff gained a clearer, more consistent view of resident information. This connected approach strengthened collaboration across

departments, helping teams stay aligned as residents transition between stages of care.

Improving efficiency through automation and digital workflows

Voyager Senior Housing, Yardi PayScan and RentCafe Senior Living Portal helped The Manor Village reduce reliance on manual, paper-based processes in important operational areas. Digital workflows now support tasks such as payments, leases, invoices, accounts payable

and resident financial transactions. This minimizes administrative burden while improving accuracy and accountability. Residents and their representatives benefit from convenient online access to payments and documents.

Supporting informed decision-making and future growth

After success with these modules of the Yardi Senior Living Suite, The Manor Village began implementing Senior IQ, expanding their options

to use real-time data. They made the choice for enhanced reporting, customized dashboards and performance insights to help leadership and department teams monitor trends, measure performance and make informed decisions. The Manor Village grew with a scalable, integrated platform that adapted as their needs evolved.

“Implementing Yardi [Senior Living Suite] has significantly streamlined our processes, and the benefits of using a fully integrated solution have had a meaningful impact on the efficiency of our operations.”

“Yardi EHR has been a game changer for our staff. Previously, all initial and ongoing health assessments were completed on paper, and service plans were created manually. Now we can schedule assessments, generate service plans and create care tasks/ADLs that are tracked directly in the system.”



Nicolle Blais
Chief Operating Officer, The Manor Village & Statesman USA

PRODUCTS USED

Senior IQ · Voyager Senior Housing · Senior CRM · EHR · RentCafe Senior Living Portal · PayScan

THEMES & TAKEAWAYS

What these stories have in common

What can we take away from these stories? These lessons apply across the industry.

1. Spreadsheets are not a strategy

Every operator in this ebook started with manual processes: Excel files, email chains and multi-system workarounds. The administrative burden was real, but the greater cost was making decisions without current data — or waiting too long to make them at all.

2. One source of truth changes everything

Whether occupancy data, clinical metrics or financial performance, the common outcome across all five organizations was consolidation: one platform, one set of consistent calculations, one real-time view that everyone from community staff to investors could trust.

3. Time returned is time invested elsewhere

Silverado's leaders stopped downloading reports before meetings. Silvera's teams stopped compiling spreadsheets. LCB's clinical staff gained rapid visibility into at-risk residents. When compiling data is no longer a job, that time goes toward using data to improve the business.

4. Integration amplifies value

The most powerful outcomes came from connected products — Senior IQ with Voyager Senior Housing, Senior CRM and care tools. When data flows automatically between systems, the whole becomes greater than the sum of its parts.

5. Data drives better conversations

Allegro answered investor questions in real time. Silverado analyzed referral partners by resident length of stay. LCB reviewed clinical trends in weekly operations meetings. Real-time data didn't just save time. It created opportunities for strategic discussion and meaningful decisions.

6. Your platform should grow with you

The Manor Village story illustrates how to scale the Yardi Senior Living Suite. They started with foundational tools and then expanded into Senior IQ. Others, like Allegro and Silverado, represent long-term clients who have added capabilities over time. The investment grows in value as the organization does.

THE PLATFORM

Yardi Senior IQ & the Yardi Senior Living Suite

The [Yardi Senior Living Suite](#) is designed to lower the total cost of ownership by managing resident care, finance, operations and marketing within a single, connected software platform. [Senior IQ](#) sits at the intelligence layer, bringing data from across the portfolio into real-time, customizable dashboards.



- [Senior IQ](#) is a business intelligence tool purpose-built for senior living. Use real-time dashboards and customizable reporting that pull data directly from Voyager Senior Housing. Teams access occupancy, census, clinical, financial and sales metrics in one centralized view — without running reports manually or compiling spreadsheets.

- [Voyager Senior Housing](#) is the foundational property management and accounting platform for senior living operators. Voyager is the system of record that feeds data into Senior IQ, ensuring dashboards

always reflect accurate, up-to-date information from the source.

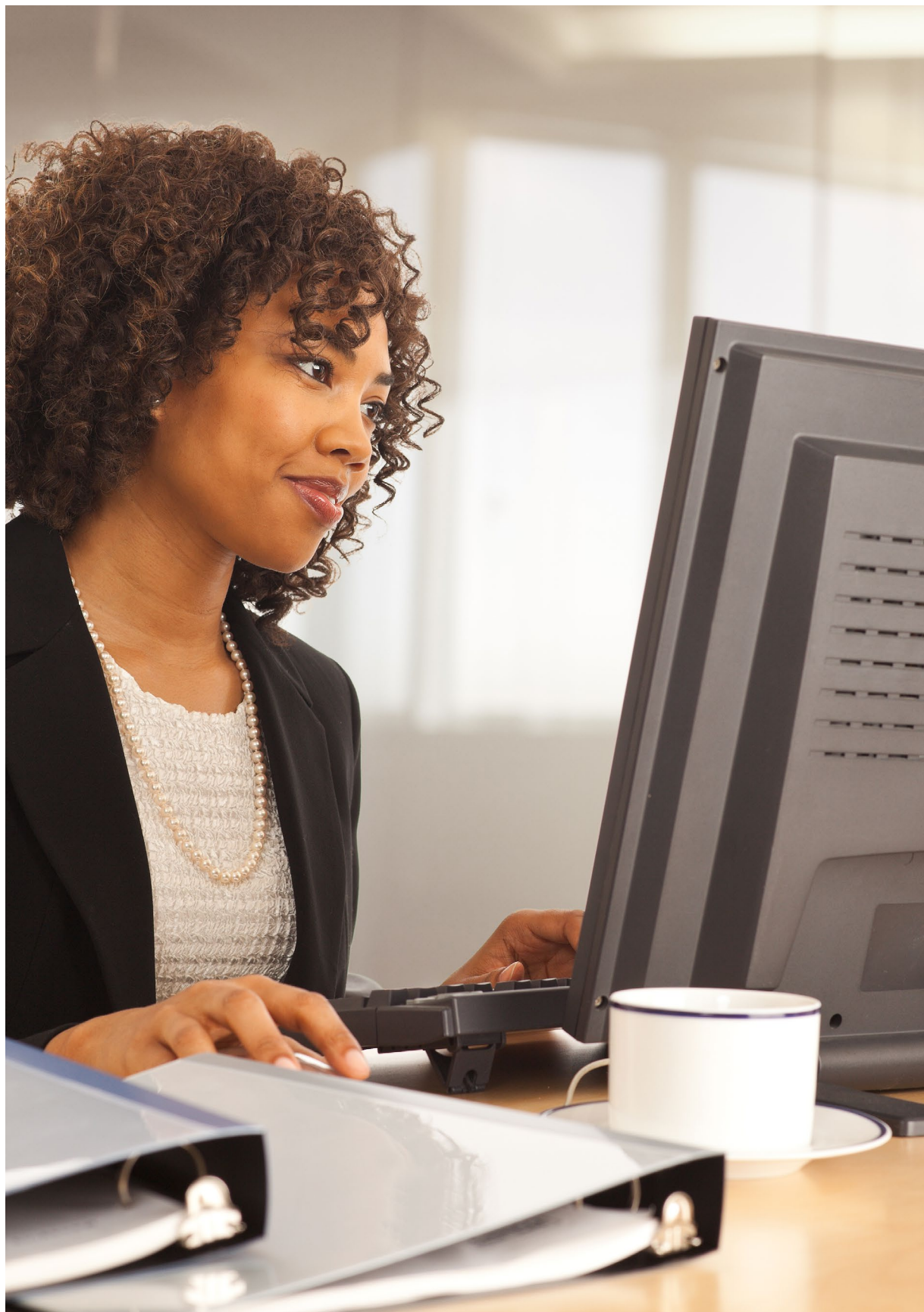
- [Yardi EHR & Yardi eMAR \(Yardi Care Suite\)](#) are electronic health records and electronic medication administration records that help clinical teams schedule assessments, generate service plans and track care tasks digitally. Data flows across the organization, replacing paper-based workflows.
- [Senior CRM](#) is a customer relationship management tool that supports the full prospect-to-resident journey. Sales and leasing teams gain visibility into leads, tours

and move-ins alongside operational and care data.

- [RentCafe Senior Living Portal & Yardi PayScan](#) are digital tools that modernize resident and family financial interactions, including online payments, document access and accounts payable automation. This reduces manual paperwork for staff, residents and families.

An integrated ecosystem

What makes the Yardi Senior Living Suite powerful is integration. Data entered once flows across all modules — from an initial health assessment into the CRM, from a lease into the accounting system, from a clinical metric into a Senior IQ dashboard.



GET STARTED

Ready to see what's possible for your communities?

Yardi Senior IQ and the Senior Living Suite are built for operators of all sizes, from growing regional portfolios to established national brands. Talk to a Yardi senior living specialist about what the platform can do for your organization.

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