



Smarter senior living with AI:

Your guide to efficient operations & better outcomes

4 ways artificial intelligence supports better decisions, staff productivity & resident experience



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. Our AI platform, **Yardi Virtuoso Enterprise for Senior Living**, is built to support senior living teams by enhancing everyday workflows with intelligent assistance. Senior living communities can reduce manual tasks, surface relevant information and improve efficiency.

Rather than replacing people, Virtuoso Enterprise 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 Enterprise for Senior Living, 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**, AI capabilities 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.

Benefits of smart automation include:



Lead prioritization boosts team efficiency.



Virtual assistants and suggestions help staff stay focused.



Agentic workflows automate routine tasks.



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



Insight-driven campaigns improve occupancy outcomes.

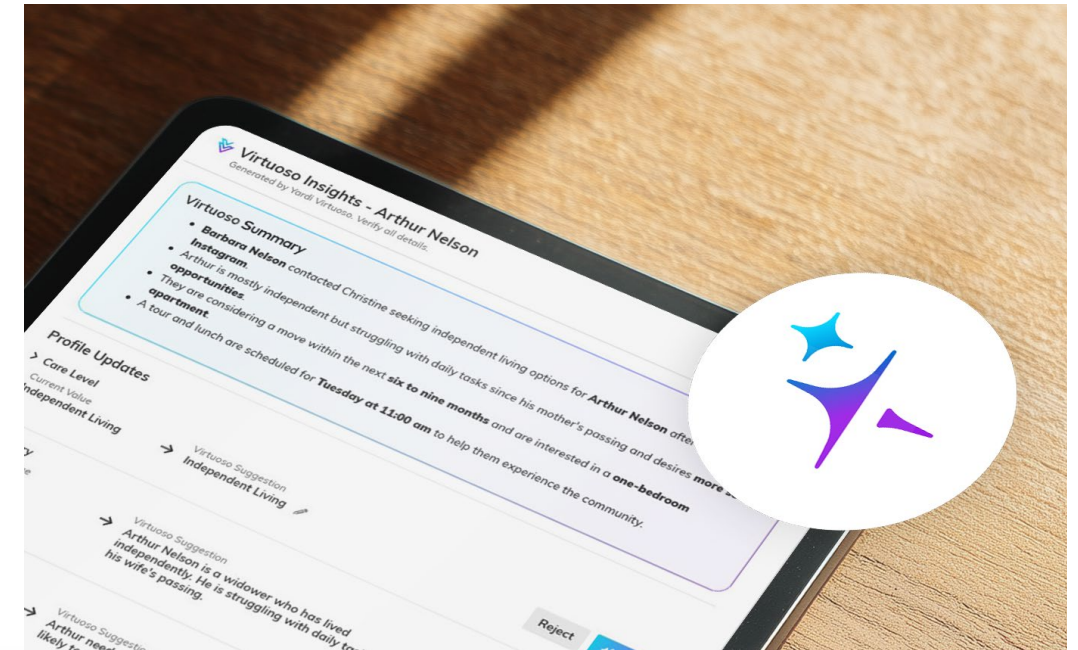
What are agentic workflows?

Automated processes where AI handles multiple tasks in sequence and only asks for human help when needed

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



AI 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
- Empathetic & relevant email & text suggestions to engage with prospects, based on behavioral patterns

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 Claude as a preferred AI tool

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**, AI capabilities support clinical teams by surfacing relevant information about resident health, based on existing documentation.

Virtuoso Enterprise 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:

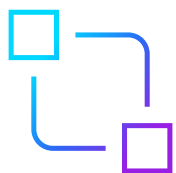


Predictive trends support
preventative care.



Alerts are based on real-time
resident data.

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



Intelligent workflows lead to
better documentation and
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 Enterprise
insights & automation



Human judgment
& compassion



Better care &
meaningful moments

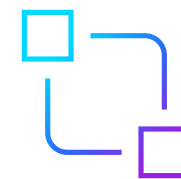
AI-assisted features help organize information and streamline workflows, while staff apply experience, empathy and professional judgment to every decision. Residents experience an increase in quality care.

3

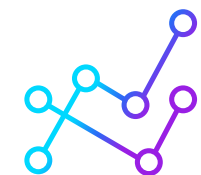
Activate AI across your organization with a unified data foundation

Because Virtuoso Enterprise for Senior Living is one connected platform that integrates seamlessly, enhancements share data as they are introduced in phased releases.

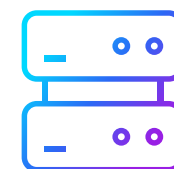
Benefits of a complete AI platform include:



Save time spent maintaining separate databases and disconnected workflows.



Work from the same data across all tools, with no data gaps or inconsistencies.



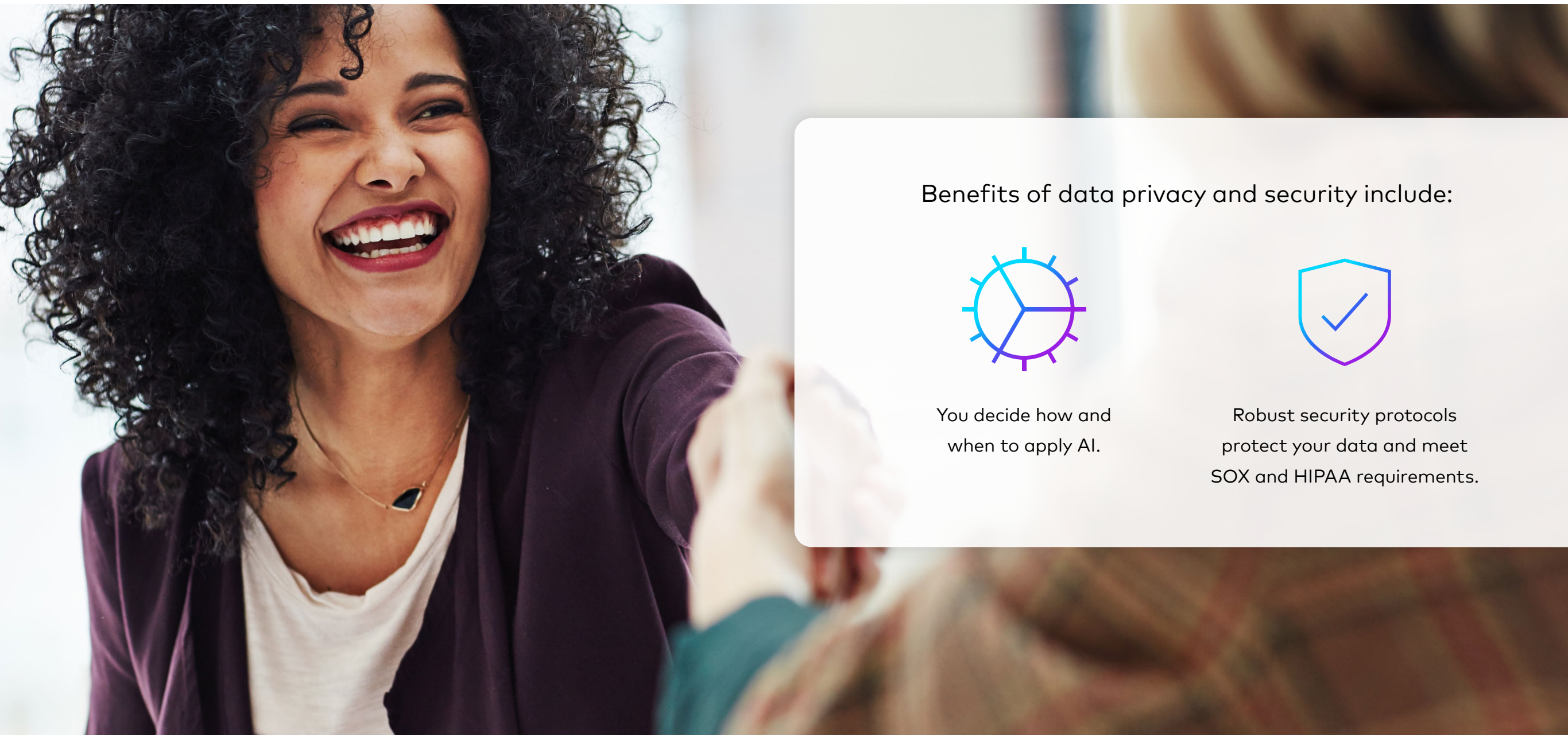
Innovate faster with consistent updates that roll out across one platform.



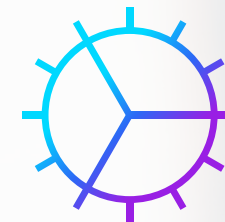
Connect distributed teams to the same information so they can make smarter decisions.

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 Enterprise is designed to support teams, not automate decisions.



Benefits of data privacy and security include:



You decide how and when to apply AI.



Robust security protocols protect your data and meet SOX and HIPAA requirements.

What's next for AI in senior living



The future of AI in Yardi
Virtuoso Enterprise for Senior
Living is shaped by client needs
and real-world challenges.

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

[Schedule a meeting](#)

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