Yardi Virtuoso®
ENTERPRISE

MULTIFAMILY

The complete AI platform: from lead to lease to ledger

Virtuoso Enterprise for multifamily combines the full suite of leasing, property management and financial tools with AI across every role and workflow.

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yardi.com/virtuoso/multifamily/

One platform. Every workflow. AI throughout.

Built on an AI foundation.

Virtuoso runs across every part of your operation from the first prospect inquiry through month-end close. AI isn't added on top of your workflows, it's built into the platform, so every team, every process and every data point work together.

One platform, one record, one login.

Every team, every property, every workflow in one place. No toggling between systems, no duplicate entry and no data getting lost between departments. Your leasing, operations, maintenance and accounting teams all work from the same live record.

Consistent data drives more confident decisions.

When all your data lives in one place, every team works from the same numbers. That consistency is what makes AI work at scale. Ask about portfolio performance, pull a resident's history or analyze expiring leases and the answer comes instantly from one authoritative record. Decisions get made faster and with more confidence because everyone is working from the same version of the truth.

Your team always knows what to do next.

AI surfaces the right context so the next step is always clear. Staff questions are resolved instantly inside the platform. When a situation needs a person, live support handoff is built in.

Every handoff starts with full context.

When AI hands a conversation to your onsite team, they have everything they need. Full interaction history, resident context and the thread of the conversation are all visible before they say hello. No asking customers to repeat themselves and no piecing together what happened across systems.

WHAT'S INCLUDED

Everything your operation runs on, in one connected platform.

- Property Listing Site
- Customer AI Assistant
- Applicant & Resident Portal
- Renter Essentials
- CRM
- Work Orders & Inspections
- Property Management
- Accounting & Financials
- Invoice Processing
- Staff AI Assistant
- LLM Connector

Fill units faster, keep residents longer and make more possible with your team.

Leasing speed & conversion

Every interaction works together in one platform. AI answers inquiries, guides applications and re-engages prospects when they stall. One record per prospect across every property gives leasing teams the full picture.

21%
Lift in lead-to-appointment

28%
Shorter time to appointment

1.7M
Units live on Chat IQ



"Our staff can take a prospect from first contact to renewal without ever leaving a system."

Jordan Sharp · Systems Administrator, Freeman Webb

Resident retention & experience

Give residents one app for payments, maintenance, rewards and more. AI analyzes maintenance requests, creates work orders automatically, proactively collects rent and manages renewal offers while your team gets one connected view of every resident interaction.

96%
On-time payment rate

18M
Residents on RentCafe

4.8/5
Apple Store rating



"Other tools had us logging in and out of several different systems throughout the day. It was very disjointed."

Kim Young · VP Shared Services, Fogelman Properties

Staffing, labor & scale

Every new team member has the big picture because everything lives in one place. Staff questions get answered instantly, AI tools make the job easier and when a call needs a live agent, that handoff is seamless and free.

91%
Support questions resolved instantly

$0
Added for Yardi live agent handoff



"We had residents that were setting appointments at two o'clock in the morning and were coming in the next day and leasing. It just paid for itself."

Jessica Kelly · VP Operations and Support Services, Embrey Management

Better data, less manual effort and faster operations.

Faster operations

When your systems are separate, information has to be moved manually between them and that's where things go wrong. When leasing, maintenance and accounting all run on the same database, what happens in one workflow shows up everywhere else without anyone retyping it or switching tools.

80%
Of unit turns start automatically

5M+
Work orders processed annually

13,000+
Hours saved per 100,000 invoices processed



"The system gives us an overview of what the technician's day looks like, their productivity, the number of work orders completed and the quality of their work."

Brian Felten · VP Maintenance, Moss & Company

Financial control

Your accounting team gets time back. Invoices get approved without manual check, wrong lease charges get caught before they happen and month-end stops feeling like a race because the work has already been going by itself.

86%
Reduction in invoice processing time

40-50%
Invoices approved automatically

1-3%
Top-line revenue increase potential



"We significantly accelerated invoice processing while improving accuracy through strong validation checks."

Cindy Fisher · President · KETTLER Management, Inc.

Data you can actually use

Ask your portfolio a question and get the answer in seconds from live data. No waiting for a report to be built and no analyst requests. The answer comes from the same live record your teams use every day.

Seconds
To get portfolio answers from live data

Live
Virtuoso Connector available in Claude



"The Virtuoso Connector fundamentally changes what's possible. The power it puts in our hands has transformed how we operate across hundreds of properties."

Gary Shaw · Regional Marketing Director, Colliers

PROVEN AT SCALE

Trusted by operators across the country.

"When everything falls under the Yardi umbrella, it all works together to create one beautiful picture. Why would I go anywhere else?"



Diana Norbury
SVP, Pillar Properties

"There was no other solution that even matched the capabilities on both sides — the front end and the actual accounting and reporting."



Ron Herman
EVP Technology & Strategy, Goldberg Companies

"Being able to see everything in one place, and it's all real time. Being a CFO, I need to be able to jump in and look right away."



Todd Campagno
CFO, Bridge Investment Group

BY THE NUMBERS

See what's possible with Virtuoso Enterprise

21%
Lift in lead-to-appointment

86%
Reduction in invoice processing time

91%
Of staff support questions resolved instantly

2-15
Hours saved per property per close

50k+
Maintenance professionals using it daily

96%
On-time payment rate

One platform. Every Workflow.

Virtuoso AI is built into every step, from the first prospect inquiry to month-end close.

yardi.com/virtuoso/multifamily/ | sales@yardi.com or (800) 866-1144

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