

An Introduction to the YARDI OPERATIONAL REVIEW

by:  33FLOORS

Like any complex tool, Yardi needs an occasional tune up. That's why 33Floors developed the Yardi Operational Review, or as we like to call it, YOR.

The 33Floors YOR begins with a detailed analysis of the client's Yardi usage data. One goal of the analysis is to identify software problems. But Yardi is not just a piece of passive software. The true picture of a Yardi implementation's performance requires looking at the ways a customer's team interacts with the system. The YOR process reveals usage details to a granular level. The results can be used to resolve both software and process challenges, resulting in a more efficient, more responsive Yardi experience.

How does YOR work?

33Floors has developed a suite of customized reporting tools for making the YOR process fast and efficient. After a short conversation with the client about its experiences with Yardi so far, we run a series of custom reports. The reports gather together data lurking deep in the client's Yardi database to unveil important information about the platform's configuration and use.

Based on the reports, we put together a set of recommendations for ways the client can adjust its implementation to better meet business requirements. A basic YOR process is a quick four-hour project.

What operational information does YOR analyze?

The proprietary 33Floors YOR reports capture key diagnostic information that is not readily available to Yardi end users. Here are some examples of what YOR can uncover:

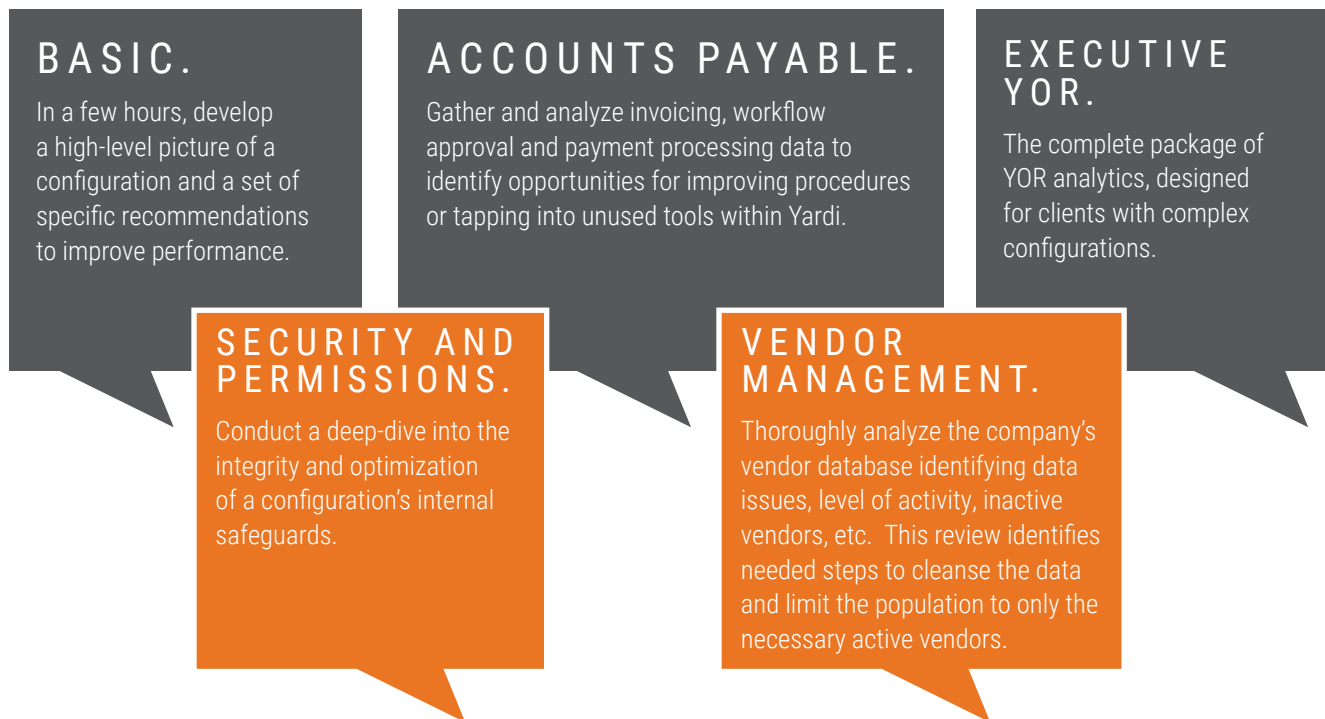
- » **Common errors.** YOR aggregates statistics about system errors. Something as simple as a user trying to bypass a required step can reveal specific steps in a process where additional training or a straightforward redesign could improve day-to-day efficiency.
- » **Permissions gaps.** YOR tells us when a client's Yardi configuration could be enhanced to make the platform easier to use and more effective. For example, a workflow might have been designed to only allow for certain file types to be attached to a record. Uncovering and resolving these small details can make Yardi even more flexible.
- » **Data health metrics.** A database is only as good as the information it holds. YOR scours the client's records identifying areas where key information is missing. A common problem YOR identifies is blank fields in vendor records - even though a form requires five or eight fields to be completed, users are only completing two, leaving out key information like addresses and tax IDs. With a clear idea of data issues, the client can make a plan to fix existing problems and avoid creating new ones.

Who needs YOR?

YOR works best when it has lots of data to crunch. 33Floors typically recommends YOR to Yardi customers who have been working with the platform for a year or more. YOR can also be used sooner, to uncover underlying problems in an implementation that is not meeting the client's needs.

YOR beyond the basics.

33Floors has spent several years fine-tuning its YOR processes to provide a suite of options designed to address each client's unique use case. We started out with a few basic ideas about how we could enhance our clients' Yardi experience. Today 33Floors offers several specialized YOR processes:



Turning understanding into action.

YOR is designed to uncover raw facts about a business's Yardi configuration. Action is not always required from the findings in the YOR analysis, but the information and details provided allow our clients to understand their data and their opportunities more thoroughly. This allows priorities to be identified and actions taken where needed. Clients who have embraced the YOR analysis have consistently been excited to get Yardi tuned up and doing more.

As a leader in Yardi consulting, 33Floors has the technical expertise to deliver solutions at any scale or complexity. At the same time, our team brings decades of experience to the clients and industries we serve. We turn this insight into meaningful, actionable plans for enhancing our clients' Yardi experience.

Interested in learning more about the 33Floors Yardi Operational Review? Give 33Floors a call today.