



# Is Your Community Equipped for the Growing Tech Needs of Residents?

As technology becomes a daily essential, senior living communities are increasingly expected to support residents' tech needs. Can your community keep pace while maintaining its focus on resident care, staff well-being, and operational efficiency?

## A Growing Challenge

Older adults are moving into senior living communities with up to **7 tech devices**. Beyond their personal tech, they're also expected to **adapt to new technology** introduced by the community or its partners. With staff focused on their core responsibilities and IT teams managing other priorities, **resident tech support often becomes an afterthought**. The challenge is meeting this growing need while also ensuring a return on investment for the community.

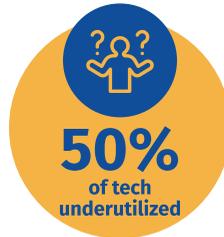
**The Smarter Service is here to bridge that gap.**



need help with technology



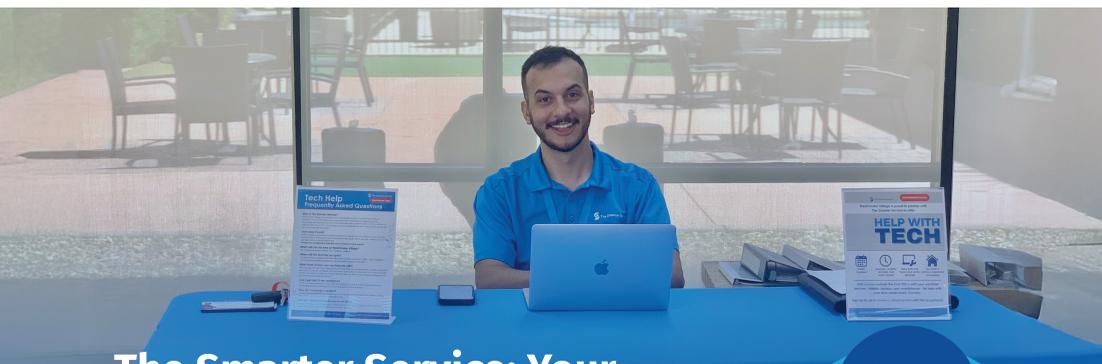
spent on resident tech support



residents not adopting community tech implementations



on all IT projects



## The Smarter Service: Your On-Site Tech Concierge Solution

We offer scalable, in-person and virtual tech help for your residents, with the same dedicated concierge every time. Our custom solutions empower residents to use technology with confidence, improve staff efficiency, and boost overall satisfaction—all while optimizing your community's operations and giving families peace of mind.



working with The Smarter Service

“The Smarter Service provides support and scale, allowing us to meet resident needs and broader community demands.”  
- Tony, BHI

The Smarter Service creates a place for our residents to gather and feel safe and smart. They bring a wealth of knowledge and provide patient, clear guidance, which encourages learning and engagement.  
- Jo, Vi at Grayhawk



# How We Can Help



## Tech Concierge Help Desk

On-site walk-up support for resident tech needs.



## In-Unit Tech Support

Personalized, hands-on support in residents' homes.



## Group Tech Classes & Integration

Educational programs that boost resident confidence with technology, and seamless integration into existing community activities.



## Curated Content & Resources

Community-specific tech education materials including videos, how-to guides, newsletters, and more.



## Data Collection & Insights

Gather valuable insights into resident tech usage and needs to support future tech investments.

# Why Partner with The Smarter Service?



**Maximize Staff Efficiency**



**Increase Operational Efficiency**



**Stay Competitive**



**Improve Resident Satisfaction**



**Maximize ROI**



**Strengthen IT Capacity**

## OUR GROWING COMMUNITIES



## OUR FEATURED PARTNERS

