# Unlocking $2.89M in Net Operating Income

Sonida's Financial Transformation with Sage

Overview

In the competitive landscape of senior living, achieving financial sustainability while delivering exceptional care is paramount. Sonida Senior Living, a leading operator in the industry, recognized the importance of optimizing its operations to boost Net Operating Income (NOI) and drive long-term growth.
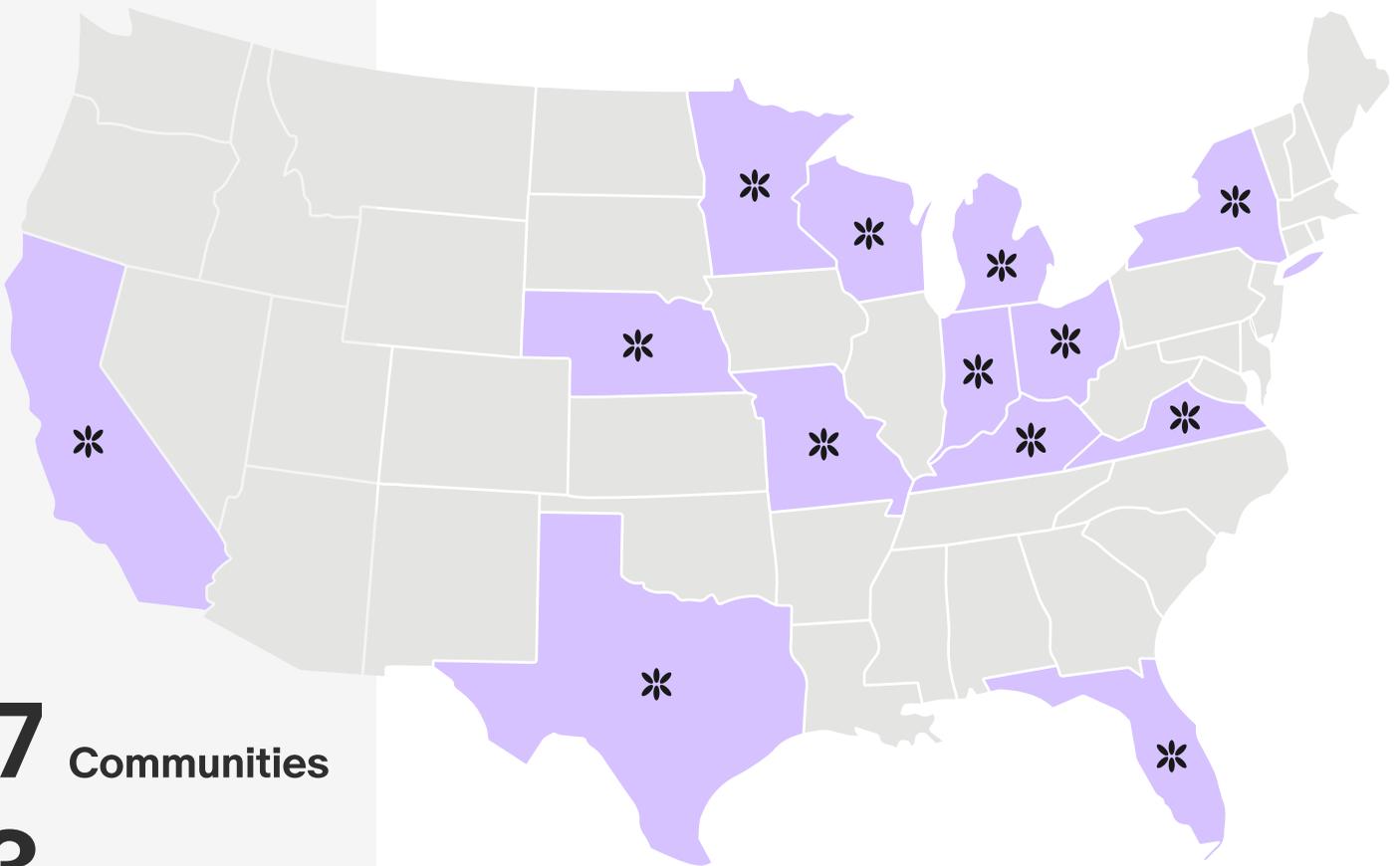
47 Communities

13 States

CA	MN	TX
FL	MO	VA
IN	NE	WI
KY	NY	
MI	OH	

By partnering with Sage, Sonida leveraged cutting-edge technology to identify significant NOI opportunities and implement effective strategies to actualize them. This case study explores how Sage's next-gen solutions empowered Sonida to boost its financial performance, streamline operations, and sustain excellence in resident care.

SONIDA™
SENIOR LIVING

Creating measurable impact with Sage

Operational Inefficiencies

Challenge

Sonida faced inconsistent processes across its multiple communities, leading to operational inefficiencies that negatively impacted both cost management and service delivery.

🌰 3x return

Sage's real-time data empowered Sonida to streamline its processes, uncovering inefficiencies that had previously gone unnoticed. Within six months, Sonida achieved a 3X return on NOI opportunities surfaced by Sage, optimizing cost management and boosting operational performance across all communities.

Unrealized Revenue Opportunities

Challenge

Despite having a strong presence in the market, Sonida was achieving a lower NOI than desired. This prompted a need for support in identifying and capturing potential revenue opportunities.

🌰 $2.89M in identified NOI

Sage's analytics tools identified $2,892,000 in NOI opportunities from resident care package reassessments and acuity transitions across their community portfolio.

Maintaining Service Quality

Challenge

Balancing cost efficiency with high-quality resident care was a constant challenge, particularly managing labor costs effectively while ensuring that staff responded promptly to residents' needs.

🌰 7 Min claim time

Sage facilitated the alignment of staff efforts with operational goals by tracking key performance indicators (KPIs) such as claim times and response rates. As a result, 58%* of Sonida's communities now meet the 7-minute claim time goal, directly contributing to improved NOI while maintaining high standards of resident care.

Transformation through partnership

Through its partnership with Sage, Sonida transformed its approach to NOI management, achieving substantial financial improvements while continuing to deliver high-quality care to its residents.

The insights gained from Sage have helped Sonida enhance its NOI, positioning the organization for success in a competitive market. With Sage as a trusted partner, Sonida is equipped with the data needed to navigate future challenges and explore new opportunities, ensuring a pathway for continued growth and long-term success.

> "
> This data helps me as an administrator to justify to corporate any LoC adjustments and staffing adjustments, it's really impressive. This also gives me the data to go to the individuals with high claim times, which is key because our old system had nothing.

Executive Director, Wellington at North Bend Crossing

At its core, this case study highlights what becomes possible when modern technology, strong leadership, and a collaborative vendor relationship align around a single goal: giving residents the best care experience possible.

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