

Housing Authority of the City of Milwaukee – Board Meeting Communication  
Wednesday, April 17, 2019

### **Yardi Voyager Software Conversion**

The Housing Authority of the City of Milwaukee (HACM) is converting our software from Visual Homes to Yardi Voyager. Our existing software, Visual Homes, was purchased by Yardi Voyager and is no longer being supported. The Yardi Voyager suite of products covers all areas of residential property management, including; public housing, section 8 administration, affordable housing, market rate housing, inspections, work orders, accounting, procurement and compliance. We have also purchased Yardi Housing Café which includes online applications, applicant portal, resident portal and landlord portal.

Converting to Yardi Voyager will provide many process improvements to include but not limited to;

- Maximize processes with automation across all aspects of managing subsisted housing programs;
- Extend computerization and manage properties and compliance for all program sin one integrated and centralized system with intuitive, user-friendly interface and configurable workflows;
- Increase compliance oversight and create consistent quality control; and
- Move forward with the latest in web-based and browser-independent products.

The conversion project started in January 2019 and is anticipated to go live in September 2019. The conversion project team is made up of super users from every impacted department. There will be three phases to training. Training will take place onsite in April 2019 and July 2019 for super users to test the conversion data. Yardi Trainers will be onsite showing us how to navigate the system and we will be able to test data that was brought over from Visual Homes into Yardi. The third phase of training will take place in August 2019 for all staff to be trained

### **Conversion Milestones**

<b>Step</b>	<b>Complete</b>
Sample Phase Training	4/23/2019 - 4/25/2019
Sample Phase Complete	4/26/2019
Data Extract for PILOT Phase	5/9/2019
PILOT Phase Training	7/9/2019 – 7/11/2019
PILOT Phase Complete	7/12/2019
Data Extract for Final Conversion	7/31/2019
Final Conversion Complete	8/12/2019
Go Live Support Training	8/27/2019 – 8/29/2019
Client is Live	8/30/2019

To learn more, attached are Yardi Brochures on their products or [review their website](#).