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# MORE INTELLIGENCE.

*A New Standard for Senior Living*
*Data & Technology*

DON'T SETTLE FOR UNMET EXPECTATIONS.

**MORE VISIBILITY.**
**MORE PERSONALIZATION.**
**MORE FORESIGHT.**
**MORE ACCOUNTABILITY.**
**MORE ACTIONABLE INSIGHT.**

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# SENIOR LIVING HAS MORE TECHNOLOGY THAN EVER.

*The Expectation Has Changed*

**TECHNOLOGY SHOULD MAKE HOSPITALITY MORE INFORMED, OPERATIONS MORE PROACTIVE, DECISIONS MORE PRECISE AND EXPERIENCES MORE PERSONAL.**

**THAT REQUIRES MORE THAN SOFTWARE. IT REQUIRES INTELLIGENCE.**

- POINT-OF-SALE SYSTEMS
- FINANCIAL SYSTEMS
- SURVEYS
- PRODUCTION SYSTEMS
- OPERATIONAL REPORTS
- DINING PLATFORMS
- RESIDENT RECORDS
- TEMPERATURE SENSORS
- PROCUREMENT DATA
- DASHBOARDS

Data sitting in separate systems doesn't create intelligence. A dashboard no one acts on doesn't improve performance. A resident preference captured once and forgotten doesn't create personalization. A satisfaction survey reviewed weeks later doesn't recover an experience that went wrong today.

## THE CHALLENGE IS NO LONGER SIMPLY COLLECTING DATA.

## THE CHALLENGE IS MAKING IT USEFUL.

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# TECHNOLOGY ISN'T FOREIGN TO TODAY'S OLDER ADULTS.

*It is part of everyday life. AARP's 2026 technology research found that smartphone ownership and AI adoption among adults 50+ continue to rise, while usefulness, trust and age-inclusive design remain critical.*

**90%**
Adults age 50+ who own a smartphone

**66%**
Say technology enriches their lives and makes aging easier

**30%**
Adults 50+ who used generative AI in 2025

**3 IN 5**
Still believe technology is not designed with their age in mind

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# MOST ORGANIZATIONS DON'T SUFFER FROM A LACK OF DATA.

*From Data to Intelligence*

## THEY SUFFER FROM FRAGMENTED DATA.

Resident information lives in one system. Transactions in another. Financial performance somewhere else. Satisfaction feedback arrives through a survey platform. Temperature monitoring lives on another screen. Operational goals sit in a spreadsheet. Leadership receives another report. And someone has to connect the dots.

## RESTAURA BUILT TRUEVUE TO CHANGE THAT.

TrueVue is Restaura's proprietary intelligence platform designed to create a centralized view of the dining operation; connecting resident experience, operational performance, financial outcomes and actionable insights.

**RESIDENT EXPERIENCE.**
Preferences, dining history, sentiment, nutrition and personalization.

**OPERATIONS.**
Guest counts, transactions, kitchen performance and service channels.

**FINANCIAL PERFORMANCE.**
Budget, spend, food cost, labor, variances and reporting.

**SAFETY & COMPLIANCE.**
Temperature monitoring, alerts and operational safeguards.

**CLIENT ACCOUNTABILITY.**
Partnership objectives, progress, indicators and outcomes.

## THE RESULT ISN'T MORE DATA. IT IS A CLEARER VIEW.

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# 01 | EXPECT MORE VISIBILITY.

## YOU SHOULDN'T HAVE TO WAIT UNTIL MONTH-END TO UNDERSTAND WHAT HAPPENED.

Traditional reporting is inherently retrospective. A month closes. Numbers are collected. Reports are generated. Variances are identified. Leaders discuss what happened. But by then, the opportunity to influence many of those outcomes has already passed.

## SHORTEN THE DISTANCE BETWEEN WHEN SOMETHING HAPPENS AND WHEN SOMEONE KNOWS ABOUT IT.

TrueVue's Performance Intelligence architecture provides real-time access to operational, financial and resident-experience data. Its Management Flash Report provides a concise, current view of unit-level financial performance.

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# 02 | EXPECT MORE PERSONALIZATION.

Residents arrive with decades of preferences: favorite foods, dislikes, cultural traditions, dietary needs, meal routines, health considerations, ordering habits and changing tastes. The challenge is remembering those details at scale.

### RESIDENT DATA

Dining history
Meal activity
Preferences
Account information
Nutrition + dietary signals.

### AI POWERED MEAL RECOMMENDATIONS

Recent ordering behavior
Today's menu
Taste alignment
Preference fit
Recommendation reasoning.

## TECHNOLOGY SHOULDN'T REPLACE KNOWING SOMEONE. IT SHOULD HELP US KNOW THEM BETTER.

***RECOMMENDATIONS CAN BE PRESENTED AS:***

**TOP PICK**

**RECOMMEND**

**WORTH A TRY**

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## 03 | EXPECT MORE

# LISTENING.

## FEEDBACK MATTERS MOST WHEN SOMEONE CAN ACT ON IT.

Traditional satisfaction surveys have an obvious limitation: by the time someone reviews the results, the experience has already happened. Perhaps repeatedly. Restaura is changing the feedback loop through Sentiment Analysis.

## LISTEN FASTER. UNDERSTAND BETTER. RESPOND SOONER.

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# 04 | EXPECT MORE FROM EVERY TRANSACTION.

## A TRANSACTION IS MORE THAN A SALE.

Every dining transaction creates information: what someone ordered, where they ordered it, when they ate, whether they dined in, picked up, ordered delivery, purchased for a guest, used a meal plan, attended an event or participated in catering.

**INDIVIDUALLY, THOSE ARE TRANSACTIONS. COLLECTIVELY, THEY BECOME BEHAVIOR.**

### KITCHEN OPERATIONS SALES DASHBOARD

**Total guests served**
**Dine-in activity**
**Delivery orders**
**Pickup orders**
**Catering activity**
**Sales**
**Meal periods**
**Popular menu items**
**Guest activity over time**

## EXPECT MORE FROM THE DATA WE ALREADY HAVE.

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## 05 | EXPECT MORE

# FORESIGHT.

## THE MOST VALUABLE INSIGHT ISN'T ALWAYS WHAT HAPPENED.

**It is what may happen next.**

Connected data creates an opportunity to move from descriptive analytics - what happened - toward predictive intelligence - what is likely to happen.

**DEMAND FORECASTING**

**FOOD + LABOR PLANNING**

**INVENTORY UTILIZATION**

**MENU PERFORMANCE**

**RESIDENT PREFERENCE PATTERNS**

**NUTRITION OPTIMIZATION**

**FINANCIAL FORECASTING**

**AI-ASSISTED DECISION SUPPORT**

The goal isn't to remove judgment from the operation. It is to give experienced operators better information before they make a decision.

BECAUSE HINDSIGHT EXPLAINS. **FORESIGHT CHANGES THE OUTCOME.**

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## 06 | EXPECT MORE

# OPERATIONAL CONTROL.

## GREAT HOSPITALITY STILL DEPENDS ON GREAT EXECUTION.

Technology isn't only about personalization. Sometimes intelligence is considerably less glamorous: a refrigerator temperature, a labor variance, an unexpected spike in food cost, a missing transaction, a recurring operational exception or a kitchen producing more than residents are consuming.

**SAFETY**
- Sensor readings
- Temperature trends
- Humidity
- Active alerts

**FINANCIAL**
- Food cost
- Non-food cost
- Labor
- Variance

**TRANSACTION**
- Sales
- Guest behavior
- Service channels
- Meal periods

**MANAGEMENT**
- Consolidated reporting
- Trends
- Exceptions
- Current performance

EXPECT MORE **CONTROL.**

Together, these tools create something more valuable than individual dashboards: context. A food-cost change becomes more meaningful alongside transaction volume. A labor variance can be considered alongside meal-period demand. Resident sentiment can be viewed alongside service patterns.

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## 07 | EXPECT MORE

# ACCOUNTABILITY.

## PARTNERSHIP GOALS SHOULDN'T DISAPPEAR AFTER THE CONTRACT IS SIGNED.

**IMPROVE RESIDENT SATISFACTION**

**STRENGTHEN FOOD QUALITY**

**STABILIZE STAFFING**

**CONTROL COSTS**

**IMPROVE OPERATIONS**

**INTRODUCE TECHNOLOGY**

**INCREASE PARTICIPATION**

**SUPPORT GROWTH**

TrueVue creates a structure for keeping objectives visible. Partnership goals can be organized by area, tracked by status, progress, priority, owner, due date, supporting measures, and then viewed as a consolidated picture of commitments and progress.

**WHAT WE SAID WE WOULD DO SHOULD BE VISIBLE. WHAT WE HAVE DONE SHOULD BE MEASURABLE. WHAT STILL NEEDS ATTENTION SHOULD BE CLEAR.**

## EXPECT MORE THAN JUST A REPORT.

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# 08 | EXPECT MORE CONNECTION.

## THE REAL VALUE ISN'T ANOTHER PLATFORM. IT IS WHAT THE PLATFORM CONNECTS.

Technology environments in senior living are complex. There is rarely one system responsible for everything - and there shouldn't need to be. TrueVue is designed to connect intelligence across existing operational and resident systems.

### API-BASED. CLOUD-NATIVE. BUILT TO CONNECT.

**LOCAL LEADERS:** See their operation.

**REGIONAL TEAMS:** Identify patterns.

**CLIENT LEADERSHIP:** See the enterprise.

**RESTAURA:** Works from a shared source of intelligence.

### ONE COMMUNITY. MULTIPLE COMMUNITIES. MULTIPLE LEVELS OF CARE. ONE INCREASINGLY CONNECTED VIEW.

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# INTELLIGENCE HAS TO REACH THE RESIDENT.

*What does the intelligence change?*

## FOR THE RESIDENT

- **A recommendation reflecting what they enjoy.**
- **Greater visibility into preferences.**
- **Faster recognition of unmet expectations.**
- **Better alignment between nutrition and choice.**
- **Dining that becomes more responsive.**

## FOR THE OPERATOR

- **Earlier financial visibility.**
- **Better demand information.**
- **Clearer operational trends.**
- **More precise labor decisions.**
- **Stronger safety oversight.**
- **Less time assembling reports.**

## FOR THE CLIENT

Greater transparency. Clearer accountability. A consolidated view of performance. Objective progress against shared goals. A partner able to show not only what happened - but what it is doing about it.

## DATA HAS VALUE ONLY WHEN IT CHANGES SOMETHING.

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# THE BUSINESS CASE FOR MORE INTELLIGENCE.

*The dashboard isn't the outcome. The decision is.*

## TECHNOLOGY INVESTMENT IN SENIOR LIVING IS INCREASINGLY STRATEGIC.

**In the 2025 Ziegler Link-Age Funds and LeadingAge CAST technology survey,**

**92%**

of responding senior living and care organizations reported having a strategic IT plan, with growing emphasis on KPIs and technology ROI.

**BETTER VISIBILITY**
Identify financial and operational trends sooner.

**BETTER PERSONALIZATION**
Make resident experiences more relevant.

**BETTER RESPONSIVENESS**
Surface sentiment and operational signals requiring attention.

**BETTER PLANNING**
Use historical behavior for forecasting, labor and production.

**BETTER ACCOUNTABILITY**
Keep shared objectives and performance metrics visible.

**BETTER CONNECTION**
Build a more complete view from multiple functions.

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# OWNERSHIP HAS TO REACH THE RESIDENT.

## WHAT DOES OWNERSHIP MEAN FOR THE RESIDENT?

**THE SERVER STAYS LONGER.**

**THE CHEF TAKES GREATER PRIDE IN THE KITCHEN.**

**THE DINING MANAGER THINKS DIFFERENTLY ABOUT WASTE.**

**SOMEONE SPEAKS UP WHEN AN EXPERIENCE ISN'T RIGHT.**

**SOMEONE OFFERS AN IDEA BECAUSE THEY KNOW THEIR VOICE MATTERS.**

**SOMEONE TAKES RESPONSIBILITY INSTEAD OF ASSUMING SOMEONE ELSE WILL.**

**RELATIONSHIPS HAVE TIME TO DEVELOP.**

Research does not allow us to say employee ownership alone causes each of these outcomes. It does provide growing evidence that broad-based employee ownership - particularly when paired with a participatory culture - can support productivity, retention, wealth creation and organizational resilience.

MORE INVESTED PEOPLE CAN **CREATE A MORE INVESTED EXPERIENCE.**

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# THE NEXT ERA OF SENIOR LIVING IS INTELLIGENT.

*Technology alone isn't the transformation.*

**INFORMATION**
becomes understanding.

**UNDERSTANDING**
becomes action.

**ACTION**
becomes an experience.

## NOT MORE TECHNOLOGY. MORE INTELLIGENCE.

A RESIDENT RECEIVES A RECOMMENDATION THAT REFLECTS THEIR PREFERENCES.

A DINING LEADER SEES AN EMERGING SATISFACTION ISSUE BEFORE IT BECOMES A PATTERN.

A CHEF UNDERSTANDS WHICH MENU ITEMS RESIDENTS ARE CHOOSING.

AN OPERATOR KNOWS WHERE LABOR IS BEING USED.

A CLIENT SEES PROGRESS AGAINST COMMITMENTS.

LEADERSHIP CAN MAKE TOMORROW'S DECISION BEFORE TOMORROW ARRIVES.

# DON'T SETTLE FOR **UNMET EXPECTATIONS.**

*Expect More.*

MORE
**VISIBILITY.**

MORE
**PERSONALIZATION.**

MORE
**LISTENING.**

MORE
**FORESIGHT.**

MORE
**OPERATIONAL CONTROL.**

MORE
**ACCOUNTABILITY.**

MORE
**CONNECTION.**

MORE
**INTELLIGENCE BEHIND EVERY DECISION.**

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# RESEARCH & SOURCES.

*Evidence behind the point of view.*

### RESTAURA - TRUEVUE / PERFORMANCE INTELLIGENCE PLATFORM

Restaura's proprietary data-intelligence ecosystem connecting resident experience, operational performance, financial performance, safety, reporting and partnership accountability.

### RESTAURA - SENTIMENT ANALYSIS & DATA INSIGHTS

Platform documentation describing sentiment intelligence, satisfaction trends, experience dimensions, urgent-response identification and resident feedback analysis.

### RESTAURA - AI-POWERED MEAL RECOMMENDATIONS

Platform documentation describing resident-level recommendations based on recent order history, current menu availability, preference fit and recommendation scoring.

### RESTAURA - TECHNOLOGY Q&A / PERFORMANCE INTELLIGENCE ECOSYSTEM

Technical and operational documentation covering platform architecture, real-time reporting, resident personalization, financial analytics, operational dashboards, safety monitoring, enterprise reporting, AI/ML capabilities and product roadmap.

### AARP RESEARCH - 2026 TECH TRENDS AND ADULTS 50+

National research examining technology ownership, adoption and behaviors among adults age 50+. Findings include 90% smartphone ownership, 66% saying technology makes aging and daily life easier, and generative AI adoption reaching 30% in 2025.

### AARP RESEARCH - TECHNOLOGY RESEARCH INSIGHTS

Longitudinal findings examining technology ownership, spending, digital behaviors, AI adoption, privacy concerns and age-inclusive design among adults age 50+.

### LEADINGAGE CAST / ZIEGLER LINK-AGE FUNDS - CTO HOTLINE TECHNOLOGY SURVEY, 2025

Senior living and aging-services technology research examining IT strategy, infrastructure, governance, AI, automation, analytics and resident experience. The survey found 92% of responding organizations had a strategic IT plan.

### LEADINGAGE CAST - ARTIFICIAL INTELLIGENCE AND AGING SERVICES

Industry resources examining the use of artificial intelligence to support operational efficiency and resident experience in aging-services organizations.