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Age-Friendly Practice

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Yangcheon-gu Office

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Smart Senior Centers for Digital Inclusion: The “AI Maeul—Salim—e” ERP Mobile System

City	Yangcheon Gu
Key Domain of Practice	① Outdoor Spaces and Buildings ② Transportation ③ Housing ④ Social Participation ⑤ Employment ⑥ Respect and Social Integration ⑦ Communication and Information ⑧ Community and Health Care
Title of the Practice	Establishment of the “AI Maeul—Sallim—e” Mobile ERP System and Creation of Smart Senior Centers

Social Participation: The Nation's First Establishment of the “AI Maeul—Sallim—e” Mobile ERP System and Creation of Smart Senior Centers

1. Policy Background and Necessity

① Need to Address Operational Inefficiencies in Senior Centers

The average age of presidents and general managers across the 156 senior centers (Gyeongrodang) within the Yangcheon—gu jurisdiction is 80 years old.

Most operational tasks—including user tracking and budget settlement—have been processed manually using traditional paper—based methods. This reliance on analog administration has demanded excessive time and effort, leading to cumulative fatigue among senior center administrators. Furthermore, there has been a growing demand to enhance structural transparency and efficiency in handling administrative processes, such as operating expense expenditures.

② Need to Empower Senior Digital Capabilities in the Era of Digital Transformation

As the older population increases, many seniors remain unfamiliar with everyday digital equipment, such as automated kiosks. Consequently, there is a rising necessity to establish “Smart Senior Centers” rooted in ICT and IoT technologies. Providing a dedicated environment that naturally exposes older adults to these digital infrastructures is essential to help them adapt and achieve digital literacy.

③ Need to Establish Productive Leisure Facilities and Streamline Information Sharing

There was an urgent need to build highly productive leisure facilities by deploying

specialized on-site personnel to support technical management and leisure program execution within the Smart Senior Centers. Additionally, a centralized platform and physical space were required to unify scattered activity listings, ensuring seamless and equitable information sharing among senior citizens.

2. Policy Implementation Process

① System Development and Infrastructure Establishment

- National–First QR Code Platform: Developed the nation’s first QR code–based mobile senior center system, completely automating traditional operational tasks.
- Budget and Scale Expansion: Selected for the Seoul Metropolitan Government’s Smart Senior Center Open Project in 2022, securing a budget of 917 million KRW, and successfully established 10 Smart Senior Centers in 2023.
- Advanced ICT Infrastructure: Installed diverse ICT–based infrastructures within the centers, including smart access control, integrated safety management systems, IoT blood pressure monitors, and multi–party video conferencing systems.

② Operational Framework and Human Resource Support

- Cross–Platform Accessibility: Built the QR code system with an administrator web platform (PC) and a user–friendly smartphone app (Mobile) to enable real–time, anytime–anywhere administrative support.
- Bridging the Digital Divide via Job Creation: Deployed participants from the Seoul Boram Job Program to each center to assist seniors with technical adaptation. This initiative also contributed to creating high–quality jobs for middle–aged and older adults.
- System Refinement: Completed comprehensive initial surveys and system tests following deployment, and continuously upgraded the platform through pilot operations for real–time tracking and accounting settlements.

③ Hosting the 'Smart Senior Center Singing Contest' via Video Systems

- Pioneering New Leisure Cultures: Hosted the “On–Air Smart Senior Center Singing Contest” utilizing the newly installed video conferencing systems.
- Active Engagement: Created an engaging competitive arena where seniors directly operated and interacted with digital devices, establishing a pioneering model for

active senior leisure.

④ Production of “AI Maeul—Sallim—e” Promotional Leaflets

- Raising Project Awareness: Produced and distributed 300 copies of promotional leaflets to celebrate and inform users about the expansion of the mobile system to 146 senior centers in 2025.
- Elder—Friendly Design: Tailored the leaflets with a simplified layout and large fonts, successfully utilizing them as highly effective promotional materials for elderly users.

3. Policy Outcomes and Achievements

① System Deployment and Operational Status

- Senior Center Registrations: 174 facilities successfully integrated into the platform.
- Asset Management: 507 items and equipment units digitized and registered.
- Leisure Programs: 469 activity listings registered from senior welfare centers and external institutions.
- Budget Settlements: Successfully processed 7,651,200 KRW in senior center operating expenses during the pilot period (May–July).

② Budget Securitization and Facility Scaling

- Secured 917 Million KRW: Selected for the Seoul Metropolitan Government's Smart Senior Center Open Project in 2022.
- Secured 199 Million KRW: Selected again for the Seoul Metropolitan Government's Smart Senior Center Open Project in 2024.
- Phase 1 Infrastructure Completed: Successfully completed the construction of 10 Smart Senior Centers (as of December 15, 2023).
- Phase 2 Expansion: Scaled and expanded the infrastructure to 30 Smart Senior Centers in 2025.

③ Awards and Global/National Recognition

- Metropolitan Government Citation: Awarded the "Excellent Autonomous District for Senior Welfare Contribution" at the Seoul Metropolitan Government Parent's Day Commemoration for pioneering smart senior center operations.

- Extensive Domestic and International Benchmarking: Visited by over 20 prestigious institutions for benchmarking, including:
 - International: 40 medical professionals from the Indiana University Physician MBA program (USA).
 - National: Seoul Metropolitan Government, Korea University of Technology and Education, Daegu Social Service Agency, Gangwon State Officials Training Institute, Jinju City Hall, Gwangju City Hall, Nowon—gu Office, and the Buk—gu Council of Ulsan Metropolitan City.

④ Increased Administrative Efficiency and Transparency

- Digitalization of Analog Paperwork: Transitioned traditional paper—based workflows into automated, electronic systems, drastically improving operational efficiency and reducing coordinator fatigue.
- Simplified Financial Accounting: Replaced physical paper receipts with smartphone photo uploads, streamlining the expenditure settlement process and significantly strengthening budget accountability and transparency.

⑤ Enhanced Senior Welfare and Digital Literacy

- Barrier—Free Access: Empowered older adults to access asset management tools, culture programs, and notice boards through a single, intuitive QR code scan—eliminating complex digital pathways.
- Improved Quality of Life: Delivered continuous remote education and ICT—driven health tracking through specialized teleconference systems.
- Vibrant Leisure Culture: Strengthened digital confidence and user satisfaction by engaging seniors in tech—driven recreation, such as the “On—Air Smart Senior Center Singing Contest.”

4. Reference Materials (Photos)

Smart Senior Centers

		
▲Official Request for a Benchmarking Visit to the Smart Senior Center Project	▲Press Release	▲On-Site Facility Tour by the Indiana University Physician MBA Delegation (40 participants)

Establishment of the "AI Maeul—Sallim—e" Mobile ERP System for Senior Centers

	매일일보 HOME > 전국 > 서울 양천구, 디지털·건강복지 있는 '스마트경로당'...서울시 노인복지지기여 우수 자치구 선정 △ 백종현 기자 ○ 승인 2025.05.09 12:52 어르신 디지털 적응력 향상·건강한 여가생활 돕는 '스마트경로당' 운영 성과 인정 얼굴인식 IoT 열악계, 화상플랫폼 활용 교육·스마트 워킹 시스템 등 지원 전국 최초 QR코드 기반 경로당운영시스템 도입 통해 경로당 디지털 혁신 선도  8일 '서울시 노인복지지기여 우수 자치구' 표창 수상 후 기념촬영 중인 이기재구청장. 사진=양천구 제공 매일일보 = 백종현 기자 양천구가 어버이날인 지난 8일 열린 '제53회 서울시 어버이날 기념식'에서 어르신의 건강한 노후생활을 지원하고 있는 '스마트경로당' 운영을 통해 '노인복지지기여 우수 자치구' 표창을 수상했다고 9일 밝혔다. 이번 수상은 초고령화 시대를 맞아 디지털 기기 활용에 어려움을 겪는 어르신들에게 '스마트경로당'을 통해 배움의 기회를 제공하고 건강한 여가생활을 지원하는 공로를 인정받은 결과다. 특히 IoT 등 첨단 정보통신기술(ICT)을 기반으로 한 돌봄·건강복지와 사회참여·여가 증진에 기여한 점이 높
▲Hosting the "On-Air" Smart Senior Center Singing Contest	▲Press Release