



## SOLUTION SUMMARY

# Infor Hospitality core software solutions

## A comprehensive, integrated, and scalable technology platform for a changing hospitality industry

Delivering a superior guest experience while maximising returns is what drives virtually all hospitality organisations. Achieving and maintaining this level of customer service and profitability requires the right tools and the flexibility to quickly adjust to the challenges of an evolving hospitality space.

Our cloud-native hospitality platform are all designed specifically for the hospitality industry.

- Highly scalable, reliable, easy-to-use, 100% web-enabled and built for the cloud
- For hotels, resorts, chains, independent hotels and event venues
- Mobility as standard with multiple devices
- Unlimited number of users
- Award winning 24/7 customer support - always there when help is needed
- The **Customer Bill of Rights** promises greater flexibility, transparency and reliability, and demonstrates Infor's customer-first strategy

From implementation to support, every team member dedicated to an Infor Hospitality customer brings to the engagement their own deep industry experience. They speak the unique language of the hospitality business, and understand its unique challenges.

### Cloud software for every key function of the hotel business:

- Property management
- Revenue management
- Price optimization
- Hospitality Analytics
- Conference & Event management
- Table management
- Financial management

Easily integrated with each other or with 600+ partner solutions.

## Infor HMS

### Advanced hotel property management (PMS)

- 100% web-enabled, secure, and cloud-based for easy access to all hotel functions
- Available across multiple locations and brands
- Enables more personalised services via advanced profile management
- Highly configurable and flexible reporting and user screens
- Extensive library of pre-built integrations via an open API with 700+ certified integrations
- Innovative mobility tools for a mobile workforce:
  - Hotel operations
  - Housekeeping
  - Registration and signature capture
- Guest self-service mobile check-in/check-out with upsell and advanced booking service capabilities
- PCI PA-DSS-compliant

## Infor EzRMS

### Science-based and data-driven intelligent revenue management

- Powerful pricing and selling strategy decisions, based on internal trends and external market data, automatically updated in distribution landscape
- Unique, algorithm-driven revenue strategy optimisation in real time
- Always-current demand and revenue forecasts
- Automatically detect and respond to new trends-fast
- Optimize the best distribution channel for rooms
- Evaluate and optimize group and contracted business, easily identifying which business to take and how to negotiate the terms to achieve maximum profit
- True extended stay optimization
- All features of Infor Hospitality Analytics included
- Advanced function space revenue module for maximising profit on hotel events spaces
- Highly customisable to suit a broad range of hotel and resort organisations

## Infor Sales & Catering

### End-to-end event management

- Automated and prompted management for the entire event lifecycle
- Centralised deployment in the cloud to serve multiple properties simultaneously
- Easy-to-use user interface (UI) and functions for an unlimited number of users
- Robust customer relationship management (CRM) and communications functionality for essential relationship building
- Centralised food and beverage, and labor costing

## Infor Hospitality Price Optimizer (HPO)

### Smart and dynamic hotel room pricing

- Always-on, artificial intelligence-driven functionality to automatically set optimal, real-time hotel room pricing 24/7 to maximise profitability
- Mobile-friendly and highly intuitive to allow users to monitor real-time trends and changes while on-the-go
- “Glass-box” functionality that allows users to examine automated price decisions and increase the visibility of decision-making
- Robust price testing to gauge scenarios before rates are adjusted
- Fast implementation with out-of-the-box value in days (not months), and integration with a range of systems
- Competitive pricing based on location, star ratings, and more

## Infor Hospitality Analytics (HA)

### Powerful, detailed hospitality insights

- Configurable data tool for granular to high-level analytics
- Business insights into through historical and on-the-books analysis
- On-the-go mobile access to key performance indicators
- 1,500+ report combinations, including enterprise or regional
- Ability to consolidate reporting across multiple PMS
- Clustering feature to view by brand, city, manager, and more

## Infor Table Reservations Solution (TRS)

### Versatile hotel/restaurant table reservations/management

- Highly adaptable for wide range of reservations (tables, amenities, sports and gym equipment, and more)
- Flexible framework to manage a variety of guest traffic types (online, call-aheads, and walk-ins)
- Visual-based floor plan UI for easy user orientation, with SMS alerts for guests
- Accurate scheduling that adapts to real-time conditions (no-shows and overstays)
- Granular data analysis and reporting for turn rates, wait times, and service periods

## Infor POS

### Flexible point of sale service

- Designed specifically for hotel restaurants, quick-service restaurant chains, higher education, and healthcare mobile food service concepts
- Detailed and uniform menu management capabilities across locations, brands, and concepts
- User-friendly and guest-empowering UI on a variety of terminal types (fixed, tablet, kiosk, and more)
- Mobile ordering enabled via third-party applications and the native Infor POS OrderNow module
- Integrations with third-party and in-house kitchen display systems for smoother order processes

### Infor's hospitality platform also integrates with:

- Infor SunSystems® comprehensive financial management
- Infor Enterprise Performance Management® (Infor EPM®)
- Infor Birst® networked business analytics
- Infor EAM advanced asset performance and maintenance
- Infor Workforce Management (WFM) labour productivity and compliance

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