



## CASE STUDY

# Mandarin Oriental Hotel Group invests in global transformation to delight guests

Mandarin Oriental is an established leader in luxury hospitality, dedicated to its continuing mission of delighting guests. Its flagship property, The Mandarin, opened in Hong Kong in 1963. Today, Mandarin Oriental operates 35 hotel locations and 7 residential properties in 24 countries and territories. As the company grows and seeks to empower over 12,000 employees, it requires the right platforms and solutions to help teams focus on the right things while removing sources of friction in this new era of hospitality.

To deliver service excellence in a world of ever-evolving guest expectations, the hospitality industry needs technology that can support intelligent and scalable operations. Mandarin Oriental Hotel Group, an industry leader for almost six decades, understands this very well. To support its mission of delighting guests across its 35 properties, the organization needed to build a holistic platform to help its teams focus on the central mission of setting standards of excellence on a global scale.

At the top of the priority list were personalized guest services, as well as guest history and preference tracking. Mandarin Oriental Hotel Group also planned to expand into other regions and support the newest payment technologies to improve its services. With all these improvements in mind, Mandarin Oriental also required the ability to scale those capabilities as new properties are added.



MANDARIN ORIENTAL  
THE HOTEL GROUP

### Headquarters

Hong Kong

### Locations

35 hotel properties worldwide

### Industry

Hospitality

### Infor product

Infor® Hotel Management Solution (HMS)

### Website

[mandarinoriental.com](https://www.mandarinoriental.com)

### Video

[Infor HMS video overview](#)

**“ Infor has become a true partner to our brand and is not only able to tailor HMS to our Groupwide standards and individual specific property needs, but is agile and can easily scale as we continue to grow globally.”**

SAMANTHA FURLONG

Project Lead, PMS & CRS—Rooms Operations, Mandarin Oriental Hotel Group Limited

## An integrated and scalable hotel property management solution

To support its new goals with scalable solutions, the Mandarin Oriental Hotel Group selected Infor Hospitality Management Solution (HMS) as its key hotel property management system. The unique power of Infor Cloud built on Amazon Web Services (AWS) ensured that the reliability to essential operations was second to none.

“We decided to migrate our hospitality management software to Infor’s modern solutions to provide a best-in-class global platform for our colleagues and a base for integrations to other key systems,” Mandarin Oriental project visionary Todd Wood said. “Our goal is to be transformational and enable more for our guests and our industry—not just replace specific technologies, but take things to the next level.”

Samantha Furlong, project lead, added: “Technology plays a critical role as a business enabler for Mandarin Oriental, therefore we wanted our managers to have the simplest and most capable tools at their disposal. This would allow a reduction in administrative burdens and focus on delivering core business value and guest satisfaction. Infor has become a true partner to our brand and is not only able to tailor HMS to our groupwide standards and individual specific property needs, but is agile and can easily scale as we continue to grow globally.”

**“ Technology plays a critical role in our business. Our goal is to enable managers to have the right tools available to them so they can reduce administrative burdens and focus on delivering core business value and guest satisfaction.”**

**SAMANTHA FURLONG**

Project Lead, PMS & CRS—Rooms Operations,  
Mandarin Oriental Hotel Group Limited

### Business challenges

- Track guest preferences and understand guest history to offer personalized services
- Provide greater operational scalability when opening properties in new regions
- Improve system capabilities to accommodate new payment methods and technologies
- Reduce friction in the process of applying technology solutions to existing properties

Initial rollout for the pilot solution, dubbed the Systems Transformation Project, began in Q1 of 2018—with the first property going live in August of that year. Mandarin Oriental proceeded to implement new projects with three additional properties in Dubai, Doha, and Beijing by the following spring. The results: improved guest interaction and a common global system to bring all locations into a secure and supported common data environment. Within the nine months between May 2019 to March 2020, the solution rolled out to 21 properties, with new properties in line as they open or are converted to the Mandarin Oriental brand.

“The Infor team was exceptional in taking the time to truly understand our business and working very closely with our corporate and on-property teams to ensure each property received the specialized energy, engagement, and Mandarin Oriental-customized training needed to enable first class treatment of our guests,” said Samantha Furlong, project lead for Mandarin Oriental.

## Creating value for guests in a new era of the hospitality industry

The hospitality industry has seen a great deal of upheaval in recent years. Yet leaders like Mandarin Oriental, which have transformed the way they manage company data by utilizing cloud technology, have been better able to unify operations while cost-effectively offering guest service at the highest standards.

“We are truly excited about how simple the application is for our hotel staff to work with and to see guest preferences and other dynamic operational data in real time. The tablet-based registration at the front desk has been received with delight by our colleagues and customers as well,” said Furlong.

With Infor solutions at its disposal, Mandarin Oriental Hotel Group can meet today’s guest expectations while preparing to scale for customer demands of the future.

### Business results

- Improved guest history and preference tracking to enable greater personalized services
- Scalability to support new regions and countries
- Unified ecosystem enables constant evolution that can adjust to future needs of associates and guests
- Shortened technology learning curve for new associates, allowing more time for guest interaction

LEARN MORE 



Infor is a global leader in business cloud software specialized by industry. Over 65,000 organizations in more than 175 countries rely on Infor's 17,000 employees to help achieve their business goals. Visit [www.infor.com](http://www.infor.com).

Follow us:     

Copyright© 2022 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. [www.infor.com](http://www.infor.com).

641 Avenue of the Americas, New York, NY 10011

INF-2607929-en-US-0522-3