

Infor Portico Hospitality AI

The front door to every system



A new era of agentic operations in hospitality

The average hotel runs on a stack that was never designed to work as one. The typical property operates 18 to 20 separate systems. Property management, revenue, point of sale, and sales and catering each hold a piece of the picture. None of them share it. Staff spend their days acting as the bridge between disconnected systems, manually coordinating work that technology should handle automatically. Every handoff costs time, revenue, and guest experience.

Infor™ Portico Hospitality AI is built to change that. Portico is an artificial intelligence (AI) orchestration layer that sits on top of the systems a hotel already runs. It turns fragmented tools into one coordinated operation without replacing a single system. Staff ask in plain language by chat or voice. Portico coordinates work across the stack, executes approved actions, and delivers one complete outcome.

This is not a chatbot bolted onto a dashboard, and it is not a business intelligence (BI) tool. Infor Portico Hospitality AI is an agentic platform that takes multi-step action across your entire hospitality business, with human-in-the-loop controls, role-based access, and audit trails built in from day one.

How Infor Portico Hospitality AI is different



Agentic, not analytical: Portico takes action across systems. It does not stop at surfacing data or writing a summary. One request becomes coordinated action across multiple systems and teams, whether that is booking an event, coordinating an arrival, opening a check, releasing a room, or executing a revenue decision.



Orchestration over replacement: Portico works with the systems you already trust. No migration. No rip and replace. Go live in weeks on your existing hospitality management system (HMS), revenue management system (RMS), point-of-sale (POS) system, and sales and catering solution (SCS) environment.



Conversational by design: Natural language is the interface. Staff ask in the words they already use, in the language they already speak. 10 or more languages are supported for global operations.



Zero incremental training burden: There is nothing new for staff to learn. If they can ask a question, they can use Portico.



Built for the enterprise: Role-based access, multi-property isolation, and audit trails are designed for complex hospitality enterprises, not a single boutique property.

Measurable from day one

Metric	Before Portico	With Portico
Cross-system question resolution	Approximately 4 minutes, manual	Approximately 15 seconds
Systems coordinated in a single interaction	One at a time	Three to five
Staff training required	Every new tool	Zero, natural language
Time to add a new system integration	Weeks or months	Minutes to register an application programming interface (API) specification
Languages supported	Varies by tool	10 or more
Time to operational deployment	Migration cycle	Weeks

One request. Multiple systems. Immediate action.

Every department steps through the same door to a different perfect result. Infor Portico Hospitality AI is trained on the workflows that actually run a hotel, and its promise looks different depending on who is asking.



Events

One inquiry. Coordinated execution.



Front Office

One arrival. Every team prepared.



Point of Sale

One request. Immediate action.



Housekeeping

One inspection. Follow-up completed.



Revenue

One decision. Faster execution.

How it works

Infor Portico Hospitality AI is deployed on top of the systems you already run. Once connected, staff interact with it the way they interact with each other. Ask in plain language and get a coordinated result back.

- 1 Request**
 A staff member types or speaks a request. "Move the Rodriguez wedding to the ballroom, add the audiovisual (AV) package, and let the kitchen know."
- 2 Coordinate**
 Portico assembles the required information, determines the workflow, and prepares the actions needed to complete the request.
- 3 Approve**
 Where a human decision is required, Portico surfaces it with the context needed to approve or adjust. Nothing autonomous happens without the guardrails your operation defines.
- 4 Execute**
 Portico executes the approved actions across systems and delivers the completed outcome.

Why hospitality needs Infor Portico now

Hospitality technology is entering a new era. The systems that run hotels already exist. The next opportunity is helping those systems work together to execute tasks automatically. Infor Portico Agentic AI is built for that shift.

Why Infor Hospitality



Infor is a global business cloud software leader specialized by industry, serving hotels, resorts, casinos, and management companies around the world.



Enterprise-ready by design: role-based access, multi-property isolation, and audit trails are built in from day one.



The Infor Hospitality portfolio includes Infor HMS, Infor RMS, Infor Sales & Catering Solution, Infor POS, and now Infor Portico Hospitality AI, purpose-built to work together and open to the systems you already run.



Built on Amazon Bedrock, with data isolation, human-in-the-loop controls, and retrieval-augmented generation.

Your next step

Where are the biggest handoffs in your hotel today? Which tasks require staff to coordinate multiple systems? Infor Portico Agentic AI is designed to automate the first one in weeks, not quarters.



About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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See how Infor Portico transforms hospitality

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