Infor HMS

Build a better guest experience

Maintaining a steady stream of guests at your hotel is the critical first step in operating your business at a profit. Filling rooms is only part of the formula. You must fill more rooms with high-value guests and entice them to stay longer, spend more, and return often. You need software that gives you easy access to actionable information about guests and potential guests, and the time to put that information to good use. These guest-centric tools should be complemented by capabilities that streamline core processes like CRM, revenue management, and incident management.

Move your hotel property management functions to the cloud

Infor® Hospitality Management Solution (HMS) is hotel property management software designed specifically to meet the needs of hotel companies like yours. You can combine the enterprise power and streamlined workflow of a corporate central reservations system with the immediate updates of a property management system, giving you the proven technology to support your long-term growth. With Infor HMS, you get a next-gen system built for the cloud with the flexibility, analytics, and mobile capabilities you need to deliver a great guest experience.

■ Optimize operations to deliver great guest experiences and increase profitability with Infor HMS.

Streamline your operations

With one system for all your guest and hotel data, you can stay on top of all the little details that ensure a great guest experience. Infor HMS arms you with in-context business intelligence, detailed guest history, preference profiles, and recommendations presented at the point of guest interaction so you can react in real time.

With Infor HMS you get:

Detailed guest profiles—Access a single database of actionable information and provide your employees with the information they need to perform their jobs, whether they're front desk clerks, reservation agents, property managers, or finance employees. Reservation agents who are in remote locations can work in the same system—with the same data—as your local front desk agents. In addition, you can:

- **Create guest-specific packages**—Add any package item to any rate plan to create a guest-specific package or hotel-stay experience.

- **Present lifetime value at the point of interaction**—See the lifetime value of a guest from the reservation or check-in screen.

Intuitive user interface—Design your own screen layouts. Support your business requirements and sales strategies with custom-designed screens that can be easily maintained. Users can access all the information they need from one screen, improving your workflow.

Secure infrastructure—With infrastructure fully managed by Infor—and the security and reliability of regional data centers managed by leaders in the field of big data management—your properties benefit from best-practice protocols in application, network, physical, and operations security, as well as comprehensive monitoring. Plus, you get software that's fully compliant with payment card industry and payment application data security (PCI/PA-DSS) standards. Credit data is encrypted and tokenized.

Flexible deployment—Choose from multiple deployment options, including traditional on-property, private-cloud hosting, and global, secure cloud services using Amazon® Web Services. Modern cloud companies use proven public clouds and don't build data centers. Infor partners with Amazon to deliver highly secure cloud service at a lower cost on a global scale.In addition, you can deploy Infor HMS as software as a service (SaaS), which allows you to completely eliminate on-premises IT infrastructure.

Mobility—You and your guests can access information directly from your enterprise application on mobile devices in real-time. Manage check-in and check-out, housekeeping services, concierge, and lost-and-found tracking functions while interacting with guests anywhere in the hotel—providing them with the right information at the right time. Infor HMS apps are available with no additional fees on the iTunes app store.

Take your guest service to the next level with next-gen integration tools

With Infor HMS, you can help your staff to perform at a higher level. You'll be able to maximize revenue and deliver great services. Best of all, you'll create experiences that your guests will remember and recommend. You get a warehouse of interfaces that are readily available using web services, industry standard data exchange based on hotel technology next generation (HTNG) standards, and tools that have already been proven at companies like yours.

You get tools for:

- **Revenue management**—Sell the right product, to the right customer, at the right time, for the right price, because Infor HMS integrates with Infor EzRMS (Revenue Management Solution)—an easy-to-use, out-of-the-box solution that was developed specifically for the hospitality industry. You can make the most of a core software application that automatically calculates demand forecasts for each future use of your hotel rooms, and recommends appropriate selling strategies such as open and close rates, stay controls, open and close room categories, and overbooking levels—maximizing your yields and profits in the process.

- **Customer relationship management**—Infor HMS also seamlessly integrates with Infor CRM Hospitality, allowing you to exchange guest profile, reservation, and folio data between Infor HMS and Infor CRM. This ensures that authorized users of both systems have access to information that helps them add value to each guests' stay. Infor CRM Hospitality tracks guest profile data, reservation data, and revenue spend by category at each property across your enterprise. Then you can easily generate real-time reports on guest spend by revenue category, last stay details, frequency of stays, geographic source, travel type, and the guest booking journey.

- **Incident management**—Track guest service requests, respond to them quickly and efficiently, and drive overall guest satisfaction, because Infor HMS tightly integrates with Infor EAM (enterprise asset management) via Infor ION®.

- **Sundry market management**—Sell sundry items such as toiletries, over-the-counter medications, snack foods, and bottled water in your gift shop and vending machines with Infor HMS Sundry—an intuitive touch-screen application that's integrated into your enterprise software.

Improve the experience at your properties

Infor HMS is a next-generation hotel property management system that includes mobile applications to reduce check-in/check-out times, automate housekeeping, and manage incidents and facilities. As a result, you can operate your properties efficiently and economically, serve your guests quickly, and keep your costs under control.
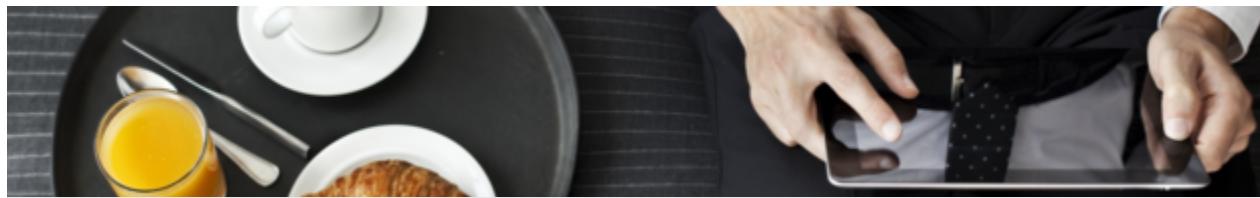
With Infor HMS, you can:

- Improve guest experiences.

- Get more repeat business from more profitable guests.

- Raise staff efficiency and facilitate collaboration.

- Improve reporting so you can make better decisions.

- Empower employees to spend more time with guests.

- Gain a higher return from your properties.

Learn more about Infor HMS ›

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