Infor Hospitality Management Solution (HMS)

Hotels and resorts property management system software

Robust hotel property management that connects the whole guest journey into a unified and frictionless experience ensures long-term value in a new era for the hotels and resorts industry. The Infor® Hospitality Management Solution (HMS) reflects that singular and essential goal.

In an industry landscape that's constantly evolving, this powerful platform enhances your business' capacity to serve the present and to meet the future, while also delivering superior guest experiences, keeping your business competitive and profitable, and continuing to scale as new technology and new guest expectations emerge.

Advanced cloud hotel PMS software for the modern hospitality industry

- Guest-first, contactless mobile-based functionality

- Automatic revenue-generation capabilities—upsell prompts, add-ons, and more

- Integrated CRM for detailed guest profiles

- Enhanced service staff features to monitor and accomplish tasks via mobile

- Real-time business intelligence connected to all aspects of hotels and resorts operations

A seamless guest journey and experience

Today's hotel and resort guests expect fluidity and freedom at every stage of their journey, according to their own preferences. Infor HMS is designed to deliver it with consistency, helping your locations create welcoming and comfortable guest experiences, and meeting and exceeding expectations from the booking stage to check-out. Infor HMS supports:

- Contactless check-ins and check-outs via your guest's mobile devices
- Upsell prompts to deliver a range of offerings and add-ons
- Seamless integrations with amenities bookings and other essential operations

This functionality empowers guests to be the authors of their own journeys with as much or as little intervention from service staff as needed. It also has essential revenue-generation capabilities to increase value in an automated, and well-presented manner to enable guests to be in control of the details.

Our powerful and scalable hotel PMS platform helps your business create frictionless paths to the best possible experiences that will turn guests into brand ambassadors and repeat visitors. You can build relationships, brand equity, and long-term value.

Centralized and integrated ops for hotels and resorts

With Infor HMS, hotel and resort organizations like yours perform at a higher level to support the best services, empowering staff to excel as they consistently deliver them. Mobile-based and web UI functions and processes will help location staff access the information they need easily, intuitively prioritize their tasks, and consistently maintain the standards that modern guests expect.

This includes detailed housekeeping apps that:

• Empower staff

• Reduce missed steps
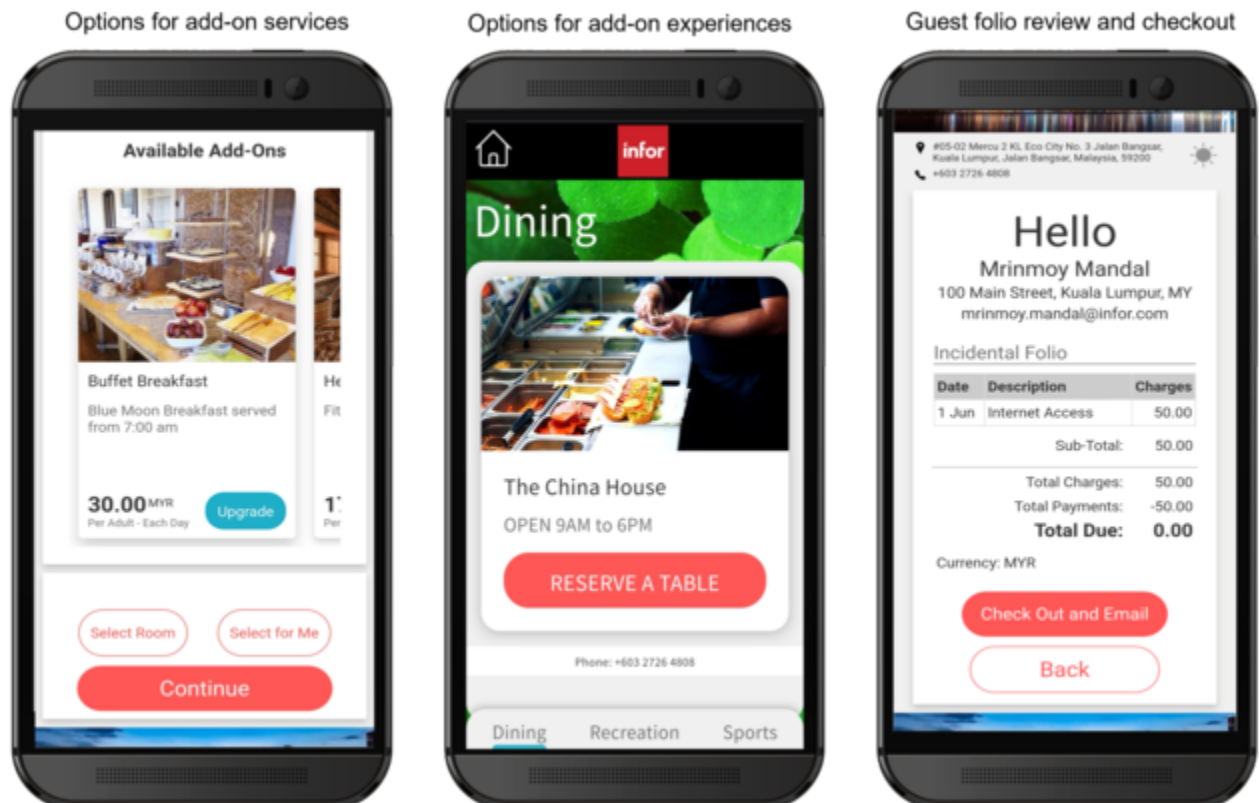
• Enhance the guest experience

Infor's powerful hotel PMS platform helps your business to add the personal touch, too. Infor HMS connects your teams to detailed guest histories that include detailed profiles across all locations, rewards and comp information, and more. This helps each location deliver more personalized services, while being connected to data shared by the whole organization in the cloud.

Infor HMS also integrates with other powerful solutions that connect business operations into a unified whole.

Why Infor?

Infor is a global enterprise resource planning (ERP) software solutions innovator, with more than 60,000 customers in over 175 countries. Infor offers industry-specific technology solutions to match unique needs based on detailed knowledge, experience, and deep relationships with industry leaders who are defining success in a new era.

We provide remote deployment via SaaS for straightforward implementation to help meet customer timelines. Infor offers stable, scalable, and secure native cloud-based infrastructure, closely partnering with industry leaders Amazon Web Services® (AWS®). Infor customers can access friendly and knowledgeable support 24/7/365.

Options for add-on services

Options for add-on experiences

Guest folio review and checkout

This includes:

- Advanced sales and catering solutions for streamlined events planning
- Intuitive amenities reservation solutions
- Versatile food and drink point of sale to serve guests in restaurants, in their rooms, poolside, and more

Key strategic capabilities—simplified

With Infor HMS as your primary hub, your hotel and resort business can stay on top of the details that allow you to gain greater clarity on trends and growth potential all from one unified business data environment in the cloud. You can identify areas of improvement and growth potential more easily, while creating a relaxed, welcoming environment for your guests in every hotel and resort property.

Advanced reporting allows your teams to create action plans based on real data from multiple sources. You'll be empowered to roll out best practices, adjustments, and tactics to win new business across your whole organization and in multiple marketing channels much faster, and with greater precision and confidence.

Highest degree of visibility for everyone

Infor HMS provides precision and clarity to everyone, including hotel teams. The solution makes it easy for staff to view and support the details of a guest's stay from end to end, including:

- Selected guest language
- The arrival and departure times selected by the guest
- Add-ons and amenities reservations
- QR code-based support for select key vending solutions for physical room keys via kiosk
- Automated check-out invitation letter with custom images and text
- A detailed view of guest charges, including add-ons and upgrades

In the meantime, hotel teams can focus on operations that support a great experience, as automation within the system sends guest folios that account for all charges related to their stay when it's time to check out.

Powerful and scalable integration options

Infor HMS is a powerful hub for advanced hotel and resort operations. As a scalable hospitality technology platform, your organization has integration options that include:

- Event management platforms including Infor SCS
- Advanced and AI-driven hotel revenue management solutions, like Infor EzRMS
- Hotel and function space multichannel pricing solution— Infor HPO
- Table and amenities reservations, like Infor TRS
- Financials and business operations solutions

Secure infrastructure

Infor HMS's reliable cloud-based infrastructure is designed for maximum security benefits for properties. Options for comprehensive monitoring and security protocols in application, network, physical, and operations security are in place to protect the integrity of business and guest data—as well as the overall brand.

Infor HMS is fully compliant with payment card industry requirements, such as encrypting and tokenizing transactional data and adhering to strict PCI/PA-DSS standards.

Your next steps

The modern hospitality industry is constantly evolving to meet emerging shifts in the landscape and what the definitions of a great guest experience means. Where are you in your journey right now to stay ahead of the curve? What challenges have you overcome and what are your plans to scale toward where the industry is headed?

We'd love to talk to you about your next steps. Click the link below to contact us.

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