

A woman in a light-colored top and white pants stands on a balcony in a hotel room, looking at her smartphone. The balcony has an ornate metal railing and overlooks a blue ocean under a clear sky. The room interior shows a bed with white linens, a desk with a lamp, and a chair. The Infor logo is in the top left corner.

infor

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 maximizing returns is what drives virtually all hospitality organizations. 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 hospitality platform comprises property management, revenue management, event management, point of sale (POS), table reservations, and price optimization solutions that are all designed specifically for the hospitality industry. These solutions easily integrate with one another as well as with third-party systems to help you work more efficiently, empower your guests and employees, and enable your organization to thrive today and into the future. Here are the powerful elements that define our hospitality technology platform and will help you achieve efficiency to serve the constantly changing expectations of your guests.

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 personalized services via advanced profile management
- Highly configurable and flexible reporting and user screens
- Extensive library of pre-built integrations via an open API with over 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

Intelligent hotel revenue management

- Powerful, algorithm-driven revenue strategy optimization in real time
- Always-current forecast based on internal trends and external market data
- Accessible across multiple devices (including mobile)
- Highly customizable to suit a broad range of hotel and resort organizations
- Advanced group sales and function space revenue module

Infor Sales & Catering

End-to-end event management

- Automated and prompted management for the entire event lifecycle
- Centralized 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
- Centralized food and beverage, and labor costing

Infor POS

Flexible point of sale service

- Designed specifically for hotel restaurants, quick-service restaurant (QSR) chains, higher education, and healthcare mobile food service (MFS) 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 (KDSs) for smoother order processes

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 Hospitality Price Optimization (HPO)

Smart and dynamic hotel room pricing

- Always-on, artificial intelligence-driven functionality to automatically set optimal, intraday hotel room pricing 24/7 to maximize 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's hospitality platform also integrates with:

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

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