

Infor Portico Hospitality AI

The front door to every system



AI-powered action across your entire hospitality business

Infor™ Portico Agentic AI is the agentic layer that sits on top of your existing hotel systems. Staff make a request in plain language. Portico coordinates work across the hotel management system (HMS), revenue management system (RMS), point-of-sale (POS) system, sales and catering solution (SCS), and other connected systems, completing the required actions and delivering one outcome. The systems stay the same. What changes is who does the work.



The problem

Hotels run on a stack that does not talk to itself. The average property operates 18 to 20 separate systems. Staff spend their days acting as the bridge between systems, manually coordinating work that technology should handle automatically.



One request. Multiple systems. Immediate action.

One intent. Every system. Immediate resolution. Infor Portico Hospitality AI is an artificial intelligence (AI) orchestration layer purpose-built for hospitality, deployed over your existing Infor HMS, Infor RMS, Infor POS, and Infor Sales & Catering Solution infrastructure. Staff ask by chat or voice. Portico reads across the stack, coordinates the workflow, and completes the action.



Key capabilities

- **Conversational interface:** Interact by chat and voice in plain language.
- **Cross-system action:** It is agnostic and built to work with what you have. It reads and acts across your PMS, RMS, POS, Sales & Catering solution, and any system with an application programming interface (API).
- **Human-in-the-loop controls:** Approvals, guardrails, and audit trails are configurable by role.
- **Multi-property isolation:** Enterprise-ready for complex portfolios.
- **Multilingual support:** Available in more than 10 languages and built for global operations.
- **Rapid integration:** New systems can be added in minutes by registering an API specification.
- **Enterprise foundation:** Built on Amazon Bedrock with data isolation, human-in-the-loop, retrieval-augmented generation, and role-based access.

Proven performance

15 seconds

Resolution time,
down from approximately
4 minutes manually

3 to 5

Systems unified
in a single
interaction

0

Incremental
training
required

Weeks

Time to
operational
deployment

10+

Languages
supported

Departmental outcomes

- **Events:** One inquiry, coordinated execution across teams.
- **Front Office:** One arrival, automated preparation across systems.
- **Point of Sale:** One request, immediate action across operations.
- **Housekeeping:** One inspection, follow-up actions completed automatically.
- **Revenue:** One question, one decision executed faster.

Why Infor Portico Hospitality AI

- Purpose-built for hospitality operations, not repurposed from another industry.
- Orchestrates the systems you already run. No migration required.
- Enterprise-ready security, role-based access, and audit trails.
- Built on Amazon Bedrock with data isolation and human-in-the-loop controls.
- Backed by the Infor Hospitality portfolio: Infor HMS, Infor RMS, Infor Sales & Catering Solution, and Infor POS.



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.

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

See Infor Portico Hospitality AI in action

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