infor

Achieve resilience with a cloud-based PMS for your hotel or casino

Benefit from more flexible hotel property management processes

As new technologies and new challenges emerge, an advanced cloud-based property management system (PMS) can empower hotels and casinos to create scalable operations that foster greater visibility, utility, and efficiency. In this era when the hospitality industry is changing fast, legacy systems that silo each location as its own data center will not successfully lead businesses into a new decade.

Ensuring resilience in the 2020s requires gathering brand-wide perspectives and taking timely action on key business data from multiple locations. Then teams can build and manage operations processes that empower staff to create the experiences modern guests expect. How can an advanced hospitality PMS help hotels and casinos stay healthy, resilient, and ready for a new era? Read on to find out more.

Connect all locations in one data ecosystem

Drawing properties out of isolation and into a common space where business data is easily accessible via mobile and the web is an essential way to increase resilience in the coming decade. A cloud-based property management solution helps organizations to monitor trends and activities company-wide, to share key information and strategy with greater timeliness—and lastly to be more maneuverable as an organization in standardizing high-quality operations to support superior guest experiences as expectations continue to evolve.

What a cloud-based PMS can make better:

- Simultaneous and instant software updates to multiple locations

- Easier reporting across all properties

- Straightforward integrations with other systems— gaming, RMS, etc.

- Fewer requirements for on-site troubleshooting— remote support

- Lower cost of ownership

Roll out functionality across all properties—simultaneously

Cloud-based hotel and casino PMS enables fast and efficient rollouts of essential functionality across an entire brand all at the same time. This includes seamless integrations to current and upcoming mobility features, contactless technology, new payment options, integrations with third-party systems like gaming solutions, and more.

Empower your guests

Hotel and casino property management in the cloud makes minimizing guest contact with staff easy and creates that autonomy the modern guest expects. Self-managed reservations, upgrades, service requests, and even gaining room access via mobile devices puts the power into your guests' hands while simplifying processes to serve them best in any property.

Create visibility and flexibility for staff

Mobile and web-based interfaces enabled by cloud infrastructure help hotels and casinos access sales numbers and even create greater clarity to meet the highest standards of housekeeping and property maintenance services. Team members manage tasks and workflows on their personal devices, while management monitors the processes in real time wherever they are—on site, or on the go.

Gain brand-wide support

Centralizing operations with cloud-based hotel PMS also means greater capacity for company-wide technical support at any time of day or night, and in any property. It means frequent software updates applied remotely, greater security, and easier and lower-cost maintenance.

Infor® Hospitality Management Solution (HMS)

- A cloud-based PMS designed for scalability in a changing industry

- Multi-tenant and secure cloud architecture, partnered with Amazon Web Services® (AWS®)

- Seamless integrations with revenue management, third-party systems like gaming, and loyalty

- Supports the online and mobile nature of the guest journey at every stage

- Centralized data collection, management, accessibility, visibility; guest profiles, histories, lifetime value to support and expedite personalization

- Designed to expand with company growth and with the flexibility to integrate with emerging solutions, both in the present and to come

Scale for success and resilience with a cloud-based PMS

Hospitality industry leaders are investing in cloud technology to create unified platforms to help them connect their properties into a single environment, more easily share resources, enable functionality, and be ready for what the future holds while seeing present benefits at the same time. Cloud-based property management and infrastructure helps hotels, resorts, and casinos to be more resilient. As a result, your organization is even better prepared to address present challenges while also being better positioned to anticipate where the industry is headed.

What are the key factors that affect resilience in an emerging era for the hospitality industry? We invite you to delve deeper into this important question. **Download** a copy of our resource created expressly to help organizations like yours to maintain resilience as the hotel, resort, and casino industries continue to transform.

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