

# Saint James Paris Hotel applies innovation to deliver personalization with Infor

Iconic Parisian property, part of the Relais & Châteaux Group of luxury hotels and restaurants, relies on Infor HMS for efficiency, intelligence, and a seamless guest experience



## About Saint James Paris

Part of Relais & Châteaux, a leading hospitality group with 580 luxury hotels and fine dining restaurants located around the world, Saint James Paris is located inside the 16th arrondissement of the French capital.

Close to the Arc de Triomphe and Avenue Foch, Saint James Paris is renowned for marrying unmatched refinement and *art de vivre*. The former private mansion boasts the exclusive full-service Guerlain spa and 5,000 square meters of gardens designed by legendary landscape artist Xavier de Chirac.



## Innovating for a superior guest experience

To enhance guest personalization and streamline operations, Saint James Paris sought a new system to replace their existing business and accounting software.

In 2021, Saint James Paris implemented Infor HMS to drive innovation, improve pricing strategies, and ensure seamless processing. This cloud-based platform supports all aspects of hotel operations and integrates easily with other systems.

“Infor’s deep experience in the complex hospitality industry, combined with the platform’s AWS-powered, multi-tenant cloud capabilities, not only helped to ensure that all of our operational requirements could be met, but that our processes could be evolved to support our strategy,” commented Jérémy Delfau, Room Division Manager, Saint James Paris.

“We selected Infor HMS after visiting several Paris-based hotels already successfully using the solution, and were so impressed with how it supports all aspects of operations seamlessly. As part of the Relais & Châteaux group, we are lucky to have autonomy over the system we choose to support us, but based on our research and early experiences, we wholeheartedly recommend Infor HMS to our peers and colleagues across the group.”

## Benefits



### Efficiency:

#### Automated invoicing and live data access save time and reduce errors

All of Saint James Paris' core applications and systems connect to Infor HMS via APIs, facilitating one version of the truth in a live environment. Payments, for example, are contactless and effortless through linking banking systems directly to the application, while invoicing is automatic. Hotel staff previously had to manually create a separate invoice for each guest, and cross check dates, rates, and booking details to ensure accuracy, which was time consuming and error-prone. Now, the time saved in this process alone can be used to ensure rigor across all the details that contribute to the brand and guest experience.



### Personalization:

#### Guest profiles allow for tailored offers and improved interactions

Within the system, guest profiles, including preferences and details on previous stays, deliver a cohesive picture to underpin the delivery of new offers and services. This fast access to insights not only makes for better conversations, but supports more fluid guest interactions, as staff can focus on engagement rather than data processing.



### Enhanced guest experience:

#### Informal check-in via iPads and real-time information boost staff confidence and service quality

Check-in and check-out is undertaken informally via iPads in and around the reception area for a more informal and conversational tone throughout these critical points in the guest journey. The availability of live information means that staff have confidence that they can answer queries, check details, and deliver an experience which is efficient, knowledgeable and individual.



### Operational benefits:

#### AWS-powered architecture reduces IT dependency, ensuring smooth updates and no operational issues

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Crucially, Infor HMS' AWS-powered multi-tenant cloud architecture reduces Saint James Paris' reliance on internal IT resources as updates occur automatically, and throughout its tenure there have been no issues at all.

Saint James Paris plans to further explore Infor HMS's capabilities for deeper insights and improved strategy planning.



## Innovation for an evolving industry

The reporting aspects of Infor HMS are hugely valuable. In just a few clicks, data can be sliced and diced to get live in-depth intelligence on a specific area to inform planning and refine future strategy, and through expanding this further, Saint James Paris hopes to drive even greater analysis.

“Infor HMS is an incredibly comprehensive and flexible platform, ideally suited to medium to large properties in the hospitality sector,” commented Laure Pertusier, General Manager, Saint James Paris. “For Saint James Paris, it allows us to streamline operations for an optimum guest experience. And because it integrates easily with our other systems, including spa booker and lightspeed, we are able to access insights and intelligence for better, faster decision-making. This, combined with the fact that it is cloud-based, and with intelligence that can be accessed anywhere, supports not only the guest experience now, but will help us scale and drive growth well into the future.”

“We wouldn’t hesitate to recommend Infor HMS to hotels looking to automate and drive greater intelligence into their operations. We are looking forward to a prosperous future which embraces its capabilities further to drive the personalization and innovations which are shaping the sector as it evolves.”

## 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.

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**Transform guest  
interactions and optimize  
operations with Infor HMS**

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