



# Serving up excellence to global hospitality organizations

Infor is a trusted global technology partner who has been around the block—and the world—more than a few times. At Infor, we know the challenges hospitality organizations face because we’ve been there ourselves. Built on experience and expertise, we deliver a dynamic hospitality solutions platform that works with you to anticipate guest needs and drive profitability.

## Built by hospitality, for hospitality

Dedicated to improving the industry we know and love.

**25 years**

of hospitality-specific software experience

**90%**

of our industry team from product to services has hospitality experience

**19,000**

active hospitality customers

**12 years**

of hospitality cloud experience



## Built to connect your whole organization, anywhere in the world

Our all-in-one cloud suite provides seamless operations and unmatched connectivity.



Infor solutions come out of the box with multiple languages and are powered by the world's leading cloud platform, Amazon Web Services, to provide:



“Infor has become a true partner to our brand and is not only able to tailor HMS to our Groupwide standards and individual specific property needs, but is agile and can easily scale as we continue to grow globally.”

Samantha Furlong, Project Lead, PMS & CRS-Rooms Operations  
Mandarin Oriental Hotel Group Limited

## Committed to Excellence in Global Hospitality

We have a proven track record of being there for our customers anywhere they are, every step of the way.



**4.77/5 customer satisfaction score**

Based on 100,000+ calls



**24-7-365 multi-lingual support available**

Direct to tech chat, phone, online portal, and email to get help when you need it

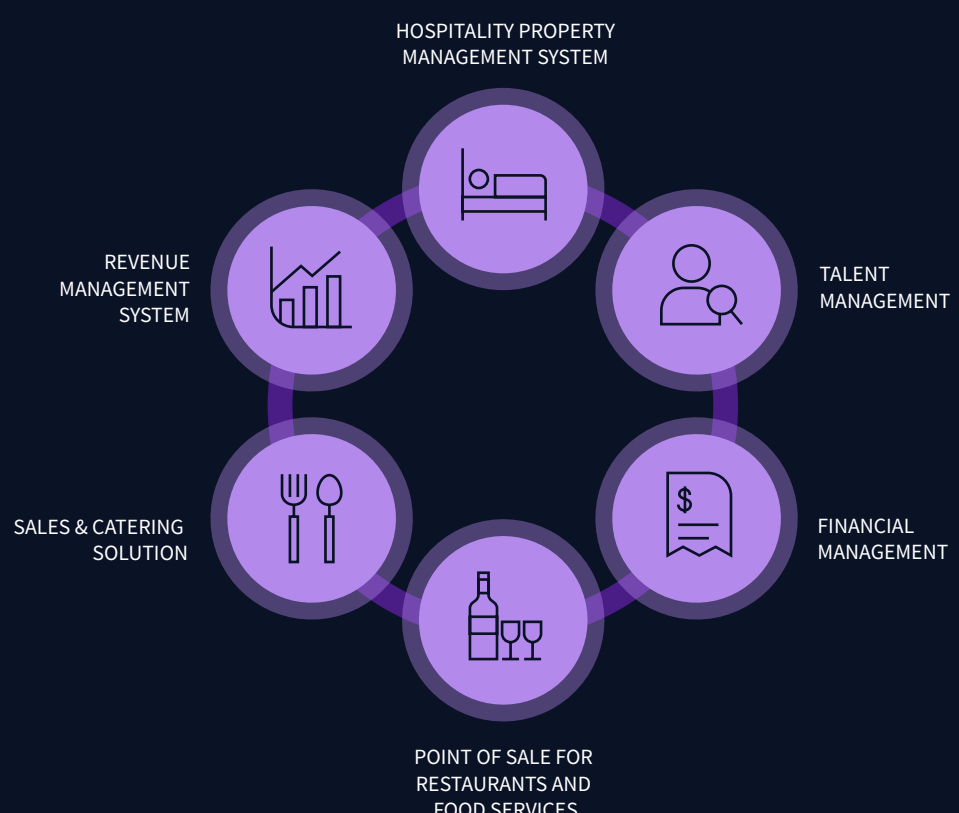


**25 years industry experience**

Our experienced professional services team can help you overcome both seen and unseen challenges

## Infor’s complete, integrated, and scalable operational ecosystem

We provide dynamic solutions to help hotels, resorts, casinos, and restaurants deliver great guest experiences and drive profitability.



“I have worked with several other PMS providers in my career, no others compete with HMS’s Support response rate. If you put in a Support Ticket to Infor they will continuously follow up until the issue is resolved.”

Edwin Lacsamana, Director of IT  
Mandarin NYC

## Connect with Infor today



**Unify and refine operations**



**Optimize your offering**



**Deliver superior experiences**



**Implement intelligent strategies**

**Let’s work together.** Infor can help you map your technology investment to specific outcomes and connect every facet of your business in one hospitality ecosystem. We will support your technology evolution from start through success.

Contact us



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