Infor HMS

Know the value of your guests

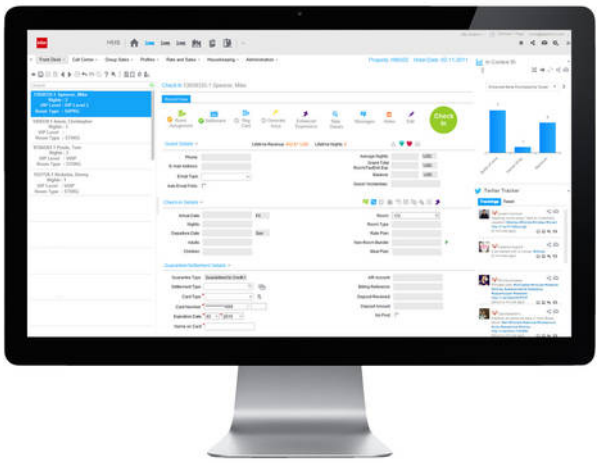
You know the importance of maintaining a steady stream of guests at your hotel. It's the critical first step in operating your business at a profit. But filling rooms is only part of your formula for success. You need to fill more rooms with high-value guests, and you need to treat them in ways that entice them to stay longer, spend more money, and return more often. To do so, you need systems and processes that give your employees easy access to actionable information about guests and potential guests, and also give your employees the time to put that information to good use. And it doesn't stop there. You also need tools that streamline core processes such as financial management and asset management.

Focus on profits while satisfying guests

You can deliver excellent guest services—and increase profits—with Infor® HMS (Hotel Management System), which was developed by more than 175 experts in hotel industry software solutions to optimize day-to-day operations. You can make the most of your business with Infor, which focuses on hotel property management and centralized solutions, and is the world's largest software company with a commitment to the hotel industry.

Get hotel-specific software

With Infor HMS, you get software designed specifically to meet the needs of hotel companies like yours—which translates into fewer deployment efforts and easier upgrades over time. You can combine the enterprise power and streamlined workflow of a corporate central reservations system with the immediate updates of a property management system, giving you the proven technology to support your long-term growth.



You'll be able to:

- **Access a single database of actionable information.** Provide your employees with the information they need to perform their jobs, whether they're front desk clerks, reservation agents, property managers, or finance employees. Reservation agents who are in remote locations can work in the same system—with the same data—as your local front desk agents.
- **Create guest-specific packages.** Add any package item to any rate plan to create a guest-specific package or hotel-stay experience.
- **Present lifetime value at the point of interaction.** See the lifetime value of a guest from the reservation or check-in screen.
- **Design your own screen layouts.** Support your business requirements and sales strategies with custom-designed screens that can be easily maintained. You'll be able to improve your workflow, because users can access all the information they need from one screen.
- **Allay your concerns about data security risks.** Take advantage of software that's fully compliant with payment card industry and payment application data security (PCI/PA-DSS) standards. Credit data is encrypted and tokenized.

- **Avoid software installation.** Because Infor HMS runs directly on a browser, you can access it from the web.
- **Decide how to deploy your software.** Choose from multiple deployment options, including traditional on-property, private-cloud hosting, and the Infor Business Cloud™. In addition, you can deploy Infor HMS as software as a service (SaaS), which allows you to completely eliminate on-premises IT infrastructure.
- **Take advantage of powerful integration and tools.** Get a warehouse of interfaces that is readily available using web services, industry standard data exchange based on hotel technology next generation (HTNG) standards, and tools that have already been proven at companies like yours.

You'll be able to sell the right product, to the right customer, at the right time, for the right price, because Infor HMS integrates with Infor EzRMS (Revenue Management Solution)—an easy-to-use, out-of-the-box solution that was developed specifically for the hospitality industry. You can make the most of a core software application that automatically calculates demand forecasts for each future use of your hotel rooms, and recommends appropriate selling strategies such as open and close rates, stay controls, open and close room categories, and overbooking levels—maximizing your yields and profits in the process.

In addition, you'll be able to track guest service requests, respond to them quickly and efficiently, and drive overall guest satisfaction, because Infor HMS tightly integrates with Infor EAM (enterprise asset management) via Infor ION®.

Plus, you'll be able to view your hotel's performance on various social media channels, because Infor HMS integrates with TrustYou™. Via TrustYou, you can view your hotel's score, ranking, and guest feedback. You'll be able to post comments to the social feed and manage your hotel's reputation across various social networking channels.

And that's not all. You won't need a third-party, point-of-sale system to sell sundry items such as toiletries, over-the-counter medications, snack foods, and bottled water in your gift shop and vending machines, because Infor HMS Sundry—an intuitive touch-screen application—is integrated into your enterprise software.

With Infor HMS, you can:

- Improve guest experiences.
- Get more repeat business from more profitable guests.
- Improve reporting so you can make better decisions.
- Empower employees to spend more time with guests.
- Gain a higher return from your properties.

Finally, thanks to Infor HMS Mobility, you and your guests can access information directly from your enterprise application on their mobile devices in real time, without interfaces and middleware. The end result? You can manage check-in and check-out, housekeeping, concierge, and lost-and-found tracking functions. You'll be able to interact with guests anywhere in the hotel, providing them with the right information at the right time—improving guest service and profit in the process.

Plus, you can take advantage of Infor 10x—the latest release of Infor's proven business applications—which provides you with:

- **Infor ION.** Easily integrate with both Infor and third-party applications with this cornerstone of the Infor 10x technology stack.
- **Infor Motion™.** Design, build, and deploy custom mobile apps that integrate with your core software with this mobile development framework.
- **Infor Business Analytics.** Make information more accessible than ever—as well as highly customizable—with this real-time business intelligence platform.
- **Infor Business Cloud.** Choose between SaaS, outsourced deployment, and infrastructure platform-as-a-service.
- **Infor SOHO.** Interact with Infor's business applications in a more natural, meaningful, and pleasing way with this innovative user experience.

- **Infor Ming.le™.** Eliminate operational silos and more easily connect employees throughout your enterprise—whether they're in guest services, reservations, management, housekeeping, or maintenance—with this centralized platform for social collaboration, business process improvement, and contextual analytics. With Infor Ming.le—a consumer-grade social collaboration tool that improves the speed, scale, and value of interactions between employees—everyone in your organization will be better able to work with information, systems, and each other. You'll be able to service your most valued guests with speed and agility, allowing you to stay profitable. You'll also be able to access information quickly and efficiently so you can do things faster than your competition—one of the most important things you can do to stay ahead of the game.

Forge strong, profitable customer relationships

With Infor HMS, you get insights into your operations and customers, and the tools you need to make your customer relationships as strong and profitable as possible. You also get business software that's beautiful and fun to use.

You'll be able to:

- **Analyze performance and build strategies.** Get key results in one location and on one screen.
- **Create a workflow that matches your business process**. Develop screens that fit your business, and model the system around your sales strategies.
- **Get to business quickly.** To get a true, fast start,deploy Infor HMS in the cloud with a proven vendor and proven implementation practices. You'll get actionable knowledge at your fingertips.
- **Make users more productive.** Experience a beautiful and seamless user interface. Users can work together with in-context information, because every app works the same way.
- **Mobilize your business.** Integrate your core apps with a growing range of mobile solutions in order to create a fully realized mobile strategy.
- **Empower every decision.** Make information accessible and actionable by easily integrating Infor and non-Infor apps.

Deliver excellent guest services—and take the necessary steps to increase profits—with Infor HMS.

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About Infor

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.

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