

Infor Hospitality Essentials



➔ Fortune 500 hospitality companies rely on Infor Hospitality Essentials to develop a loyal staff, attract the right customers for their market niche, maximize service, manage multiple assets and facilities, and drive profitable growth.

Do business better.

Companies in the hospitality industry manage multiple businesses under one roof—an enormous challenge as they struggle to orchestrate various entertainment venues in a way that maximizes profitability. They must optimize business processes unlike those of any other industry in scale, volume, complexity, and diversity. Most of all, they want to develop a loyal, talented workforce that keeps guests coming back.

Success in this multifaceted industry hinges on keeping the business running at peak efficiency. It also means planning three to five years ahead to continually exceed customer expectations in a competitive environment. Leading hospitality companies rely on powerful systems to drive competitive differentiation by energizing efficiencies, keeping guests happy, and better managing their assets, including the face of the company and brand—their employees.

INFOR™

Leverage experience.

The world's top hotels, restaurants, and casinos rely on Infor™ Hospitality Essentials—and Infor's 25 years of expertise in hospitality and gaming—to communicate with customers, manage billions of dollars in assets, pay and manage their workforce, and track their bottom line at any given moment. Infor's hospitality experts understand their challenges, speak their language, and can show them how to meet their milestones for success faster.

Hospitality Essentials drives front- and back-office efficiency and helps companies like yours consistently deliver unparalleled guest services. You'll simplify human resource management by accurately handling complex pay scenarios, overseeing staff training, and reducing administrative workload. Plus, you'll gain a unified view of daily performance—and a financial management system that supports multi-location, multi-division, and multi-currency organizations. The solution also helps you:

- Ensure efficient 24/7 business operations.
- Attract and maintain loyal employees—and customers.
- Analyze and report on trends, patterns, and exceptions.
- Comply with government regulations.

Get business specific.

Infor is the only major ERP provider to focus on gaming and hospitality—and Hospitality Essentials is the solution of choice for the world's most successful hospitality companies. To help you better navigate your customer-facing and back-end business performance complexities, this high-performance solution delivers:

Financial Management

Success in the hospitality industry demands optimized processes that ensure the information and agility you need to respond to rapidly changing conditions. With Infor FMS Infinium, you gain a solid foundation for running a nimble, competitive organization. This robust, award-winning solution also provides strong internal controls to ensure accuracy and compliance—and the flexibility to adapt quickly as circumstances warrant.

Proven and customer-driven, Infinium delivers a unique combination of financial management, reporting, and performance management solutions. By integrating flexible transaction processing with real-time analysis, extensive reporting, and powerful budgeting and forecasting capabilities, you'll better manage your company's core financial responsibilities in an increasingly complex environment.

Since it provides you with the ability to drill down into multiple dimensions of financial information, your financial managers gain insight into every aspect of your business. Ultimately, by addressing both the traditional and extended responsibilities of CFOs today, Infor FMS Infinium drives productivity and performance improvements, positioning your company to turn change into opportunity.

Human Capital Management

To help you make smarter decisions that lead to greater profitability, Infor HCM Infinium enhances collaboration, communication, and workflow. It also streamlines human resources, benefits, payroll, training, and development efforts, as well as analyzes workforce data. Infor's HR best practices and designs help you implement faster and convert to a solution that can evolve with you. Designed for multiple companies and multiple properties, these best practices integrate into the Infor Hospitality Chart of Accounts, making your General Ledger posting process seamless.



Infor HCM Infinium Payroll allows the most complex pay scenarios for a diverse, distributed workforce, while letting you maintain data control. This powerful solution gives you flexibility in processing multiple pay frequencies and ensures your employees get paid accurately and on time.


With Infor HCM Infinium Self Service, your managers and employees gain advanced self-service capabilities to reduce the time and expense of HR processes. This web-enabled solution also lets them directly access and manage virtually all HR information including payroll, benefits, time, and personal information on demand. These efficiencies help your HR department streamline business processes—and spend more time aligning HR with strategic business objectives.

Infor HCM Workforce Management helps you get the most from your most valuable asset—your people. With this web-based solution, you gain visibility and control of your labor operations. You'll optimize your workforce management processes, boost revenue and customer service, and cut costs. Components include:

- Workforce Planning—Eliminate errors, time, and costs from budgeting and planning, and integrate annual and periodic forecasting activities with weekly execution.
- Workforce Scheduling—Automate the tedious, error-prone process of creating a schedule. Align your workforce with customer demand to ensure the right person is at the right place at the right time, doing the right things.
- Workforce Time & Attendance—Reduce errors and overpayments by validating time and labor data in real time and by automating the gross pay calculation. Minimize lost time and leave policy abuse with zero-touch intermittent leave processing.
- Workforce Performance—Leverage sophisticated business intelligence to gain a window into the areas of labor operations that matter most to your business.

Customer Relationship Management

You view every customer interaction as an opportunity to make a new offer, improve retention, increase revenue, build loyalty, and strengthen your brand. And you must optimize customer relationships by integrating marketing, sales, and service.

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Providing a full 360-degree view of customers, Infor's CRM solution ensures consistent and continuous customer dialogues based on real-time information. This helps you make the most of every interaction with every customer across every channel or touch point. The result: you gain true customer insight—and the ability to act on it.

Besides giving you tools to drive intelligent customer interactions, Infor's CRM solution helps you capitalize on inbound marketing opportunities and conduct smarter outbound marketing campaigns. Plus, you'll gain the ability to boost the effectiveness of your sales and services operations.

Performance Management

A full strategic reporting tool, Infor PM helps you actively manage your business while increasing profitability. Featuring strategy management, planning, budgeting, financial consolidation, forecasting, and management reporting and analysis, Infor PM empowers you to better monitor, measure, and manage your business performance. You'll help your resource-constrained IT department transition from the traditional role of data gatekeeper by giving users self-service access to critical information. And with the analysis and reporting capabilities of Infor PM, you'll meet your daily operations management needs.

What's more, you can use Infor PM to direct and control operational activity by linking your strategies to your budgets. You'll tie tactics and measures to establish accountability. Best of all, your people can link to information necessary for making better, more timely decisions that support your strategic direction—and help meet increasingly stringent corporate governance standards.

Enterprise Asset Management

You run a capital intensive operation with significant assets to manage like facilities that devour energy, require endless maintenance, cost more than necessary, and erode your bottom line. Infor EAM Asset Sustainability Edition integrates energy management with asset management to help you maintain and extend the life of your assets—and lower your costs—by reducing your energy consumption.

Using innovative energy management capabilities combined with existing EAM functionality, you can identify, optimize, and automate proactive maintenance, comparing asset performance and its energy usage across your enterprise. Today, by ensuring proactive energy management, the solution is helping companies save more than 5% of their energy spend annually, contribute to environmental sustainability—and market their organization as green.

See results now.

Leading companies in hospitality rely on Infor Hospitality Essentials to maximize their human capital, optimize business processes, strengthen guest relationships, and boost employee loyalty. In fact, most Fortune 500 hospitality companies, 100% of Fortune 500 gaming companies, and 93% of the Las Vegas strip use this high-performance solution to drive profitable growth. And when upgrading to new releases, they require no professional services assistance since documentation is thorough, and most upgrades are completed in less than three hours.

Better still, because we've shaped industry best practices to help manage the performance complexities of this industry, these companies benefit from a faster implementation and ROI. Let this solution help you realize immediate results by:

- Getting the most from your employees
- Ensuring loyal, profitable customer relationships
- Delivering superior service
- Leveraging business intelligence for better decision-making
- Eliminating costly inefficiencies
- Reducing your administrative workload

About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit www.infor.com.

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