Customer Profile

Longboat Key Club & Resort improves visibility and data quality with Infor F9

Facts at a glance

Product: Infor F9
Industry: Hospitality/Hotels & Motels
Country: USA

"Infor F9 is of value not just to the accounting department, but to the company as whole."

—Suzy Carder, Director of Finance, Longboat Key Club & Resort

About the company

Longboat Key Club & Resort is a 410-acre beachfront resort and private club located on the barrier island of Longboat Key, just off the coast of Sarasota, Florida. With an emphasis on privacy, exclusivity, and personalized service, Longboat Key Club & Resort is a true luxury destination offering tennis, golf, fitness facilities, Island House Spa, private beach, a 291-slip deep-water marina, and six restaurants at one property.

Longboat Key Club & Resort is a multi-faceted hospitality enterprise with diverse operating platforms. Learn more about Longboat Key Club & Resort at www.longboatkeyclub.com.

Setting the strategy

With a successful career in financial management for the hospitality industry, Suzy Carder has relied on Infor™ F9 solutions at every post she has held since the 1990s. So when she became director of finance for the luxury Longboat Key Club & Resort in April 2011, one of her first decisions was to enlist Infor F9 to enhance the property's Infor Lawson Financials back office system.

"I do not need to spend extraordinary amounts of time researching other solutions," she said. "Infor F9 products offer me comprehensive and time-tested options that I can rely on."

Implemented in less than a week at Longboat Key Club & Resort, Infor F9 quickly delivered results for the property near Sarasota, FL. "My job is to get numbers out quickly and accurately so the operations department can do their job," she said. "Infor F9 allows me to do that, with paperless reports that are easy to view and instrumental in helping all our departments achieve great performance every day. It's not just of value to the accounting department, but to the company as a whole."

Getting business specific

Department heads were definitely impressed when they saw the first reports Carder was able to deliver with Infor F9. "I didn't tell them what to expect, and they were obviously very pleased with the results. The software links General Ledger data from Infor Lawson to Microsoft® Excel for fast, flexible reports that are "quick gets" for busy hotel professionals. Infor F9 also supports Infor financial solutions and 150 other accounting and ERP systems.

"Just yesterday, a department head asked me about his team's burden rate on the property, including payroll and benefits," Carder said. "I was able to produce the report in 30 seconds with Infor F9. I have information at my fingertips that I can share with the appropriate team members here."

Infor Lawson Financial had been in use at Longboat Key Club & Resort for several years, and was due for an upgrade when Carder came on board. "The back office had its challenges when I arrived," she said. "There was a lot of paper and the reporting was difficult. Infor F9 has made things so much easier. Our financial reports are more readable and use less paper."

Previously, department heads at the resort had to view two reports—one that compared actual numbers to forecast and one that compared them to budget—to get the performance information they needed. The financials team would spend hours preparing the reports. But those days are gone, according to Carder.

"Now all department heads quickly get a concise report that is generated electronically. On one page, the report compares actual numbers to budget and forecast for the month, for the year to date, and for previous years. We're no longer sending bulky pdf files. It's much more streamlined."

Seeing results

As she began the most recent budgeting process, Carder was looking forward to the efficiency and time-savings Infor F9 would deliver to her and her staff. "I'm looking forward to building those spreadsheets in Infor F9. It's going to be a much easier process. I'll be better able to look at the history of the property, look at revenues by department as far back as I need to—at the push of a button. It will be very helpful for me and the other managers."

Carder also appreciates the support from the Infor F9 team. "There are rarely any issues. Implementation was fast and training was comprehensive for my team. I got everything I needed and things are going well. I do not anticipate any issues, but if there are any I am confident they will be handled in a fast and efficient manner."

Doing business better

Carder has used Infor F9 throughout her career, including her positions with two other premier resorts in Florida and Virginia and with a multi-property company based in Washington State. "That company had different back office solutions in all its properties and was using Infor F9 to produce uniform reports for all of them," she said.

"That's when I first used it and quickly saw its benefits, so when I took a position with a Florida resort in 1999, I brought Infor F9 with me."

In her years of experience, Carder has seen Infor F9 prove itself time and again as an ideal fit for the hospitality industry. "Every time I've come to a new resort and the back office solution didn't do the reporting I needed, Infor F9 has been my system of choice. Hospitality is multi-faceted—resort sales, food and beverage, marina, spa and fitness centers—and each is managed a little bit differently. The solution's reporting makes it easy to produce financials no matter what the differences."

641 Avenue of the Americas
New York, NY 10011
800-260-2640
infor.com

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.

Copyright© 2012 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.

INF1279932-1293965-EN-US-0113-1