



Customer Snapshot

# Montage Hotels & Resorts achieves double-digit growth in revenue with Infor EzRMS



## Facts at a glance

**Product:** Infor® EzRMS

**Industry:** Hospitality

**Country:** US

“Infor EzRMS provides tangible results regardless of the business model or destination. The longer we use it, the more effective it becomes.”

—Andrew Broderick, Director of Revenue Management, Montage Deer Valley

## About the company

Montage Hotels & Resorts is a hotel and resort management company designed to serve the luxury traveler and homeowner. The company features distinctive hotels, resorts, and residences in stunning settings. Properties include Montage Laguna Beach, the company’s flagship oceanfront resort, Montage Beverly Hills, Montage Deer Valley, located in Park City, Utah, Montage Kapalua Bay, on Maui, Hawaii, and the Inn at Palmetto Bluff, a Montage resort in Bluffton, South Carolina. To learn more, visit [www.montagehotels.com](http://www.montagehotels.com).

## Challenges

- Replace inconsistent processes across different properties and business models with one integrated system.
- Eliminate costly manual processes and inflexible reporting to improve data accuracy, analysis, and strategic decision making for all departments.
- Ensure incremental revenue and RevPAR growth as a top strategic priority.

## Why Infor?

- Demonstrated the ability to take into account the cause-and-effect relationship of various activities.
- Projected results much more quickly and accurately to support timely, spot-on business decisions.
- Offered integration capabilities, the agility to accommodate many different room types at various properties, and the flexibility to make changes quickly and easily.

## Benefits

- Achieved double-digit growth in incremental revenue and RevPar by gaining clear visibility into the factors that impact revenue.
- Automated rate-change deployment and reduced implementation time from 3 – 5 hours to less than one minute, with increased accuracy.
- Gained greater insight into metrics and historical data, and greater efficiency by enabling the easy creation of custom reports that provide vital operational information.
- Optimized staffing levels across properties.
- Streamlined to a 21-day forecast and achieved the goal of +/-5% forecast accuracy, including a much more accurate arrival/departure forecast.

“We are opening new hotels and intend to use Infor EzRMS at those properties. We are delighted with the results it helps us achieve.”

—Andrew Broderick, Montage Deer Valley

641 Avenue of the Americas    New York, NY 10011    800-260-2640    [infor.com](http://infor.com)

Copyright© 2014 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](http://www.infor.com).

INF-1449780-EN-US-1114-1