



infor™

HOSPITALITY

# Infor Hospitality Management Solution (HMS)

Infor® Hospitality Management Solution (HMS) is designed to jump-start the digitalization journey by creating consistently superior guest experiences, boosting revenues, and encouraging return visits. Our solution provides easy access to valuable incoming data and empowers management to turn it into action. Infor HMS is guest-centric and user-friendly, connecting processes like customer relationship management (CRM) and revenue management, as well as operations management that includes housekeeping and food and beverage services. Infor HMS provides a central hub for vital data insights and enhanced operations that helps businesses serve guests better and achieve competitive positioning in an evolving industry.

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**Optimize operations to deliver great guest experiences and increase profitability with Infor HMS.**

## **Move hotel property management functions to the cloud**

Infor HMS is built for the cloud, combining the enterprise power and streamlined workflow of a corporate central reservations system with the immediate updates of a property management system. With Infor HMS, you get a next-gen system that integrates seamlessly with RMS solutions, POS, and other software, offering single and multi-property reporting and the mobile-friendly capabilities required to deliver a great guest experience.

## Infor HMS offers:

### Detailed above-property data access

Access a single database of actionable information and provide employees with the information they need to perform their jobs better, whether they're front desk clerks, reservation agents, housekeeping staff, property managers, or finance employees. Reservation agents who are in remote locations can work in the same system with the same data as local front desk agents.

### Advanced guest profile visibility and customized package creation

With Infor HMS, users can see the lifetime value of a guest from the reservation or check-in screen. From there, users can create guest-specific packages by adding any package item to any rate plan to create a guest-specific package and a more personalized hotel-stay experience.

### An intuitive customizable user interface

With custom-designed and intuitive screens, users can easily access all the information they need in one place at a glance, improving workflow, optimizing the value of your employee's labor, and in support of the vital strategies that will help to satisfy and retain valued guests, too.

### Web and mobile-friendly functionality

Both staff and guests can access information directly from the enterprise application on mobile devices in real time. Guests can manage check-in and check-out themselves without waiting in line. Staff can manage housekeeping services, concierge, and lost-and-found tracking functions, as well as check in groups of guests via tablet applications while interacting with guests anywhere in the hotel. It's all web-and URL-based, designed for mobile, and doesn't require guests to download specific apps.

### Centralize hospitality operations

With one system for all guest and hotel data, businesses can stay on top of all the little details that ensure a great guest experience. Infor HMS empowers organizations with in-context business intelligence, detailed guest histories, preference profiles, and recommendations presented at the point of guest interaction that enable action in real time. It also enhances staff's abilities to monitor and accomplish tasks efficiently, making a great guest experience even greater.

### Secure infrastructure

With infrastructure managed by Infor, and the reliability of regional data centers managed by leaders in big data management, your properties benefit from best-practice protocols in application, network, physical, and operations security, as well as comprehensive monitoring. Plus, the software is fully compliant with payment card industry and payment application data security (PCI/PA-DSS) standards. Credit data is encrypted and tokenized.

### Efficient, cost-effective cloud-based deployment

Infor partners with secure global cloud services leader, Amazon Web Services® (AWS®) to deliver highly secure cloud service at a lower cost on a global scale. Infor HMS deploys as software-as-a-service (SaaS), allowing businesses to eliminate on-premises IT infrastructure, while providing elasticity to expand services and streamline operating costs according each organization's needs.

## Infor HMS connects with:

### CRM

Infor CRM Hospitality tracks guest profile data, reservation data, and revenue spend by category at each property across the enterprise. Businesses can easily generate real-time reports on guest spend by revenue category, last stay details, frequency of stays, geographic source, travel type, and the guest booking journey.

### Revenue management

EzRMS (Revenue Management Solution) automatically calculates demand forecasts for each future use of hotel rooms and recommends appropriate and detailed selling strategies, such as open and close rates, stay controls, open and close room categories, and overbooking levels—maximizing yields and profits in the process.

### Price management

Infor Hospitality Price Optimizer (HPO) automates pricing strategy across multiple distribution channels multiple times a day in real time to help keep offerings competitive and profitable.

### Food and beverage operations

Infor POS, Sales & Catering, and Table Management tools help you to create a seamless experience in hotel restaurants, bars, banquet halls, snack areas, pantries, and more. These sophisticated solutions improve operations and lend a greater view of who each guest is, and what they want during their stay.

## Bring all aspects of your business into focus

Infor HMS is a next-generation hotel property management system central to a progressive digitalization strategy. It integrates with powerful hospitality operations solutions to help efficiently manage revenue, pricing, events management, food and beverage operations, and more. The solution unifies operations to help your decision makers gain greater clarity and strategic insight, be more aware of the competitive landscape, and prepare to anticipate and exceed the evolving expectations of the modern hotel guest.

### Housekeeping and incident management

Infor EAM (enterprise asset management) via Infor ION® allows staff to track guest service requests, respond to them quickly and efficiently, and drive overall guest satisfaction.

## Take the guest experience to the next level

With Infor Hospitality Management Solution, organizations can perform at a higher level, creating experiences that guests will remember and recommend. Infor HMS is designed to integrate with powerful solutions that connect every aspect of the business, allowing organizational leaders to gain greater clarity on growth, identify areas of improvement, and create a unified, frictionless experience for your guests.

## Infor HMS allows hospitality organizations to:

- Enhance and support great guest experiences in single and multiple properties.
- Gain greater visibility on guest profile histories to more easily personalize your offering.
- Empower staff with user-friendly UI and systems to do their jobs more efficiently.
- Be more strategic and make more informed decisions thanks to easy, custom real-time reporting.
- Improve communications and processes for guests via supported email, SMS, and web-based functionality.
- Build greater brand equity, and see higher returns.

[Learn more >](#)



Infor builds business software for specific industries in the cloud. With 17,000 employees and over 68,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit [www.infor.com](http://www.infor.com).

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