



Infor CloudSuite Hospitality

Focus on your core efficiency

Expanding into new regions, meeting rapidly changing consumer purchasing trends, managing revenue in the face of rapidly increasing distribution costs and complexities, and keeping up with accelerating technological advances are just some of the challenges facing the hospitality industry today.

To meet these pressures, hotels and management companies must find ways to refine operational processes, maximize and measure all sources of revenue, and adapt to new best practices for engaging and capturing guests, all while minimizing capital expenditures and costs associated with support functions such as IT.

You can still attain profitability and growth during this heightened era of cost-savings—if you employ the right technology. With the highly advanced functionality of a modern hospitality management system, you can streamline key processes across all aspects of your properties, as well as speed response time to guest expectations, seamlessly manage regional and global operations, operate leaner, and measurably increase revenue and margins.

You can do all this—and more—with the easy to deploy and use Infor CloudSuite™ Hospitality. You'll gain 24x7x365 access to your core business systems and data in an environment that provides greater reliability and security than you could provide on your own.

Hospitality expertise

Infor® has more than 25 years of experience helping hospitality owners, executives and managers like you. In fact, over 19,500 hospitality companies worldwide rely on Infor solutions to manage their business. With Infor CloudSuite Hospitality, you can take advantage of that same deep domain expertise.

The solution is purpose-built for the highly unique needs of your industry, offering the most functionally rich and comprehensive cloud-based solution suite available to the hospitality industry.

With CloudSuite Hospitality, your systems and data are securely operated and managed by one of the world's leading data management experts. You can be confident the system provides your enterprise-level, business-critical data with the highest possible levels of security and reliability.

With Infor CloudSuite Hospitality, you can meet rapidly changing guest expectations, purchasing trends, and the need to control costs and distribution complexity to remain competitive, despite increasing market pressures.

Achieve operational excellence

With Infor CloudSuite Hospitality, you get a cloud-based, unified solution that helps you achieve the most critical goals throughout your organization. The advanced functionality allows you to:

- Quickly respond to guest expectations.
- Offer the right product at the right time, at the right price.
- Increase revenue by a typical 4% to 7% from year one.
- Optimize day-to-day operations.
- Improve visibility and access to actionable data across your portfolio.
- Schedule, track, and monitor incidents and work orders.
- Minimize spending and control costs.
- Create a controlled and secure unified technology environment.

With Infor CloudSuite Hospitality, you can achieve current best practices for operational efficiency, plus set your sights on greater strategic growth and improved profitability. You can:

Understanding the components

CloudSuite Hospitality keeps every function of your hotel running with maximum efficiency, allowing you to focus on guest service.

Property management delivers insights into your operations and your guests, and the tools you need to make your relationship with them as strong and profitable as possible. Guest-recognition capabilities let staff see the lifetime value of a guest from the reservation or check-in screen.

Revenue optimization automatically calculates demand forecasts for each future use of your rooms and recommends the appropriate selling strategies to maximize your yield and profit.

Asset management creates, manages, and tracks work orders and service requests to ensure you exceed guest expectations. Mobile access helps ensure that you'll expedite service.

Social business collaboration delivers dynamic communication across the enterprise between systems, departments, and people, including social networking with your guests.

In-context analytics with built-in reporting tools allow guest-facing staff, general managers, revenue managers, and executives to easily access and consume relevant data and measure forecast performance in a meaningful context.

Integrated framework helps eliminate operational silos, dramatically improves exception management, and drives end-to-end efficiency.

Manage accelerated growth

Whether you expand your portfolio, move into new regions, engage new brands, take on new properties, add new services to increase value, or venture into entirely new revenue streams, you can easily and quickly extend the scope of your system to more locations, more target markets, and more data points to capture and monitor.

Reduce costs

With Infor CloudSuite Hospitality, you'll be able to reduce your total cost of ownership (TCO) and see a timely return on investment (ROI). Because you pay for cloud delivery with monthly subscription fees and can expense it as an operating cost, you'll also be able to free up your capital to invest in other operational improvements.

In addition to recouping your investment, you'll be able to lower your overall operating expenses through greater efficiency and a reduced need for support. Infor CloudSuite Hospitality allows you to lower IT costs because you'll no longer have to maintain the equipment, software, and dedicated staff typically needed to manage an on-premise solution.

The advanced functionality in Infor CloudSuite Hospitality gives you a cloud-based, unified solution that helps you achieve the most critical goals throughout your organization.

See value quicker

You'll be up and running sooner and realize faster time to value because cloud launches are typically quicker and easier to implement than on-premise solutions. While on-premise solutions can take months to set up, you can fully implement Infor CloudSuite Hospitality in much less time.

You also gain the flexibility and speed to meet your changing business needs out-of-the-box because there are no expensive and time-consuming add-ons. Plus, thanks to the highly intuitive and consumer-grade user experience, you'll spend less time training users. The Infor 10X user experience allows staff to be highly engaged, work collaboratively, and make well-informed decisions quickly.

Increase security and reliability

With Infor CloudSuite Hospitality, you'll have a secure and reliable solution with higher uptime and tighter security than you could deliver on your own. Your critical property and revenue management systems and data will be available when you need them because of industry-leading disaster recovery and backup standards. And your systems and data will be safe, thanks to tight security protocols and ongoing threat assessments.

Achieve your business goals

With Infor CloudSuite Hospitality, you get a cloud-based, enterprise solution that helps you address today's market challenges, such as skyrocketing distribution costs, reduced booking curves, and increased global competition. You can control the complexity of pricing, increase staff efficiency and operational excellence, and respond with agility to changing guest demands—all without adding additional resources.

And, because Infor CloudSuite Hospitality is quick to implement, minimizes capital investment, and is easy to use, you'll be able to lower expenses and increase profitability, all while ensuring that your systems and data are secure and reliable.



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