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LODGING MANAGEMENT FOR GOVERNMENT HOUSING

DO BUSINESS BETTER.

Government and military housing properties have unique requirements when it comes to filling temporary lodging assignments. The majority of guests at these properties are government employees, so lodging managers must take into consideration special requirements and lodging rules when accepting reservations.

By having the right technology tools in place, government and military housing managers can make better decisions, faster. More and more of these lodging managers are leveraging the robust technology available in commercial off-the-shelf (COTS) applications such as the Infor™ and SoftBrands lodging management system.

LEVERAGE EXPERIENCE.

A partner with United States Government and Military Lodging for more than ten years, Infor and SoftBrands has a proven track record. We've successfully implemented our lodging management system in more than 200 government-military lodging facilities. These facilities rely on our COTS software every day to manage their operations.

Infor and SoftBrands lodging management for government and military housing is specifically designed to provide for such critical requirements as room assignment match by gender; space type qualification by guest rank; and space and room availability based on guests' purpose of visit. The system streamlines the reservation and check-in process to ensure maintenance of these unique requirements and lodging rules.

INFOR™
SoftBrands™

GET BUSINESS SPECIFIC.

Infor and SoftBrands lodging management for government is made up of two proven COTS applications, Epitome and Core. These applications allow you to consolidate and centralize information about your guests, increase efficiency, maintain payment card industry (PCI) compliance, and achieve maximum occupancy and space utilization. You can cost-effectively process reservations and manage availability from a centralized location, accessed by guests either through your online reservation system or call center.

Features include:

- ▶ **Online reservation system:** Government travelers can book temporary lodging directly through an online reservation portal. Featuring a secure web booking engine that streamlines online reservation processing, the system lets you instantly manage room availability by gender, rank, pay grade, and purpose of visit, as well as property location and arrival/departure dates. With this system, government travelers can securely reserve temporary lodging directly from your website, knowing they will have the right space assignment upon arrival.
- ▶ **Call center reservations system:** This feature facilitates the retrieval of availability by gender, rank, pay grade, and purpose of visit, plus other information that helps reservations agents achieve higher productivity and improve guests' experience.

- ▶ **Integration of online and call center reservations with on-property systems:** This feature allows your reservation agents to input data only once.
- ▶ **Contract lodging/non-availability function:** It permits facility managers to track guests who are contracted to stay on property, but, due to lack of availability, are accommodated off-site at other lodging or hotel facilities. Contract lodging not only allows you to track personnel housed off-site, it also allows you to measure demand for more effective planning.
- ▶ **Multiple deployment options:** It allows you to control system administration and total cost of ownership. Infor and SoftBrands lodging management provides proven functions in an Internet-native, centrally deployable environment, meaning you can deploy and access the system anywhere. By having the right technology tools in place, government and military housing and lodging managers can formulate better decisions, faster.

SEE RESULTS NOW.

Infor and SoftBrands proven, COTS applications—Epitome and Core—are the foundation of our lodging management solution for the government market sector, emphasizing greater efficiencies and maximum space utilization.

Specific requirements for rank, gender, and purpose of visit are built into our system's business rules, so you can efficiently manage room, bed, and rate inventory. In addition, our system is wholly compliant with PCI security standards, and our computer-based learning management tools help you expedite the training process. Plus, a "sundries" module facilitates the sale of over-the-counter goods and amenities.

With Infor and SoftBrands Epitome and Core applications, you'll achieve fast ROI through quick implementation. Plus, you'll reduce total cost of ownership by centralizing data.



OTHER SOLUTIONS FROM INFOR AND SOFTBRANDS:

Property management.

Your guests are savvy consumers who expect outstanding service. Exceeding their expectations is what keeps them coming back to your properties. Infor and SoftBrands property management systems offer you a complete solution for the management of rates, availability, and guest profiles for single- and multi-property enterprises across multiple platforms. Using our systems, you can increase operational efficiency, improve guest loyalty, maximize yield, and increase profitability.

Leisure and activity management.

Enhancing your guests' experience is critical in today's hospitality industry. Hotels have turned their attention to spa, golf, and other recreational activities to provide a total experience for guests who request this type of service. Leisure and activity management systems from Infor and SoftBrands provide management staff and guests with a complete review of each service associated with a wellness business, whether that business is a stand-alone spa, fitness, recreational, or dining facility, or a multi-property, multi-lingual, and multi-currency group.

Our solution enhances guest service by providing a single guest itinerary of each guest's leisure activities and improved operations management, including a web booking engine for spa and activities along with comprehensive management analysis.

Food and beverage management.

Every full-service hotel offers some type of food and beverage service to their guests. At Infor and SoftBrands, we provide hotels with food and beverage system that is fully modular and highly scalable. You can operate every food service or profit center including room service, bars and restaurants, patios, and retail stores. For your staff, our system is developed with a touch-screen user-centric approach that delivers the best user experience for servers, managers, and owners—whether it's front of house, kitchen, or back office.

Performance management.

Reporting and analysis are critical to the success of your business. Performance management solution from Infor and SoftBrands allows you to gather and consolidate information about the performance of your properties, create customized reports for your business, evaluate the effectiveness of your yield management strategies, and conduct thorough financial analysis. You can sort and filter reports to view the exact information you need at a moment's notice, so you'll have the right data for accurate forecasting and decision-making.

Central reservation management.

Your guests are your most valuable asset. Knowing who they are, what they like, and how to reach them is essential. Whether you're acquiring reservations through third-party agents, channel booking partners, or your call center, you need to gather, integrate, and disseminate data about your guests, inventory, and rates efficiently across your enterprise. Central reservation system from Infor and SoftBrands provides you with a robust solution that allows you to match guest interest with property availability so you can increase revenue and occupancy rates.



Human capital management.

Managing your valuable asset effectively and economically requires the ability to standardize key human resource processes across your global operation. Infor and SoftBrands human capital management gives you that ability. Our solution provides a web-enabled application including centralized databases for housing vital employee information, flexible tools for administering multiple benefit plans, and a framework for complex payrolls. It helps you manage your global workforce and turn it into a key competitive differentiator.

Financial management.

Finance and accounting organizations help drive company performance by efficiently handling a multitude of daily transactions, sharing valuable information hidden in transactional data, and adapting processes fluidly as business conditions and regulatory environments change. Our financial management system enables companies to integrate and streamline local and multinational financial management processes from end to end. By doing so, they obtain a reliable view of financial performance across the entire enterprise, as well as gain the flexibility and control needed to adapt to the demands of the most challenging business environment.

Reservation distribution management.

Reservation distribution solution from Infor and SoftBrands provides you with a central view of rates and room inventory across multiple channels. This real-time access to data across your enterprise allows you to maximize profits and effectively manage multiple distribution channels. Reaching the right channel at the right time with the right room at the right price is vital to maximizing your revenues.

Customer relationship management.

Your guests interact with many people within your organization, providing insight into guest preferences and requests. Customer relationship management system from Infor and SoftBrands provides a centralized repository of critical customer data so that you only have to ask your guests once about their preferences and service level requests. This centralized profile is accessible for future reservation and customer satisfaction information along with statistical information to measure the value of each guest. As you learn more about your guests' preferences, that information is added to the individual's profile so you can market more effectively to and better serve your most valuable guests.

THERE IS A BETTER WAY.

We work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit www.infor.com/hospitality.

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