

Property management systems from Infor and SoftBrands empower you to create a business system that successfully manages your properties, turns information into knowledge, and realizes greater profits by streamlining your operations, defining business rules to reduce errors, and saving on training time and costs by using intuitive solutions.



PROPERTY MANAGEMENT

DO BUSINESS BETTER.

Your guests are savvy consumers who expect outstanding service. Exceeding their expectations is what keeps them coming back to your properties. You need to know who they are, what they like, and how to please them. You also want to maximize profitability by streamlining operations while increasing revenue and occupancy across your enterprise. Doing so requires a robust property management solution that allows you to manage room inventory and leverage the efficiencies of automated processes. With the right technology solutions in place, your staff can focus on providing excellent guest service and increasing business.

LEVERAGE EXPERIENCE.

When you choose property management systems from Infor™ and SoftBrands, you get the backing of a global team of experts and more than 25 years of experience in delivering software solutions to the hospitality industry. We understand the challenges you face. Our systems are designed to increase the efficiency of your operations while giving you the information you need to provide excellent guest service and extend your market reach. We stand behind our software with industry leading support and services to help keep your business running smoothly.

GET BUSINESS SPECIFIC.

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 these systems, you can increase operational efficiency, improve guest loyalty, maximize yield, centralize processes, and increase profitability.

Enterprise.

Infor and SoftBrands integrated hospitality solutions help you to effectively share information across your enterprise. Our property management systems allow you to better manage and distribute your inventory to maximize occupancy and achieve higher rates, including utilizing tiered/dynamic pricing functionality.

These tools make it easier to increase bookings on your property's website and connect with third-party distribution channels cost effectively. Automating processes reduces human error and helps you achieve the highest possible room rates by establishing rate and inventory rules, such as setting minimum lengths of stay, closing out room types, setting minimum rates, and defining packages.

Customer.

Using our property management systems, you can create a centralized profile for each guest that allows you to efficiently track preferences, simplify reservations, book itineraries, and deliver personalized guest service consistently across your enterprise. Increase knowledge about your customers by accessing historical data to identify your most profitable guests and pinpoint how to provide guest-centric service that will increase the value of each stay.

Knowledge.

Reporting and forecasting tools allow 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.

SEE RESULTS NOW.

Property management systems from Infor and SoftBrands empower you to create a business system that successfully manages your properties, turns information into knowledge, and realizes greater profits:

- ▶ Maximize operational effectiveness by centralizing and streamlining your operations to reduce costs and increase profit per reservation.
- ▶ Save time and reduce errors by defining the business rules and requirements directly in the system, allowing your staff to perform more guest service functions.
- ▶ Save on training time and costs by using intuitive solutions that make it easy for your hotel staff to check guests in with a single keystroke through menu-driven functionality or room chart screens.
- ▶ Install and maintain solutions cost-effectively with property management systems, which is based on industry-standard tools, offering ease of deployment, lower total cost of ownership (TCO), proven functionality, and improved data security.

ADDITIONAL HOSPITALITY SOLUTIONS.

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.

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.

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.

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.

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.

Infor Corporate Headquarters
13560 Morris Road
Suite 4100
Alpharetta, Georgia 30004
USA
Phone: +1(800) 260 2640

www.infor.com



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