



Infor Hospitality Enterprise Solutions

Increase profits

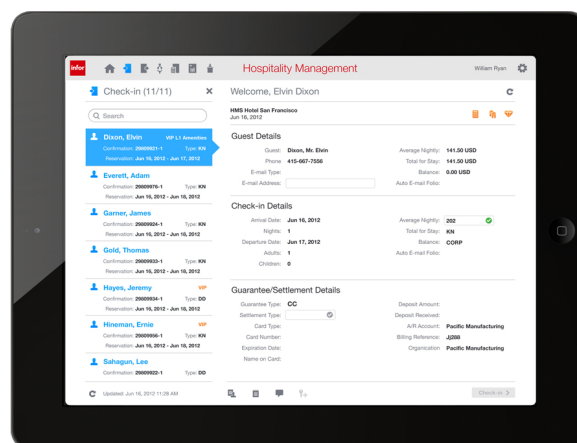
In the competitive hospitality industry, you need every advantage to decrease costs, improve profits, grow your business, and keep your guests coming back for more. To do so, you need a technology partner that understands your business and can deliver globally innovative solutions—whether your organization is a hotel, resort, casino, or government lodging agency.

Like many hospitality companies, yours probably has a technology system that delivers front-of-the-house property management system (PMS) data, but doesn't combine that data with back-of-the-house financial information for management reporting. As a result, you manage your plans, budgets, and forecasts with a time-consuming, error-prone collection of unconnected spreadsheets, or try to get a generic financial management system (FMS) to fit your hospitality requirements.

To make better decisions and drive more revenue, you need to connect your hospitality-specific strategy and plans to your front- and back-office systems. And to do that, you need multi-departmental hotel software that touches every area of your business, whether it's your financial and asset team; central reservations or corporate office; on-property operations; sales, marketing, and loyalty team; maintenance group; or coordinators of labor and staffing schedules. In other words, you all have to work from one common plan.

Change the way you work

Streamline your operations, centralize your processes, and increase your bookings with Infor®, the world's largest software company with a commitment to the hotel industry. Join more than 13,700 hotels, resorts, gaming properties, and government housing facilities worldwide that use Infor hotel software, which was developed by technology experts who have more than 25 years of experience in hospitality. You'll get better information, more efficient processes, and top-notch support and services. That means you can implement



and support your applications around the world, and access additional applications as your business needs grow.

Because Infor Hospitality Enterprise solutions deliver the same type of user experience your employees are already familiar with via social media, they will be able to easily interact with the system and collaborate with the rest of your organization. And because all Infor applications share a common look and feel, your employees will easily be able to access multiple Infor applications. At your fingertips, you'll get:

- Actionable business intelligence, collaboration, real-time alerts and notifications, and enterprise searches—allowing you to react to user-generated content quickly and effectively, driving guest satisfaction and overall performance
- Graphical dashboards that allow your management team to stay on top of what is happening across your business, and to initiate actions within the same dashboard
- Role-based personalization for key business processes
- Specific access to critical information via the Internet
- Embedded business intelligence that provides you with key performance indicators as you are making business decisions

Connect your systems easily with Infor ION

You can connect both Infor and non-Infor systems with Infor ION (Intelligent Open Network), which delivers enterprise-wide workflow, event management, security, analytics, and business interoperability between systems. You'll be able to integrate heterogeneous products so they have the same look and feel, and so they act as a single suite.

Once you identify your key business processes to the system, Infor ION Pulse and activity streams will automatically alert your users to production issues, supply chain issues, and customer demand variability requirements so they can respond immediately.

You'll be able to quickly make better business-critical decisions with ION, because everyone in your organization will be looking at the same data in the right application, and you'll get information you can trust.

Take a look at the ION connection between Infor HMS and Infor EAM:

- When a guest checks in, Infor HMS sets the room status to "occupied" and seamlessly provides Infor EAM with guest information including name, contact information, and VIP status.
- When a guest checks out, Infor HMS updates the room status to "vacant" and clears the guest information in Infor EAM.
- When a room is designated "out of order," Infor HMS creates a work order/incident in Infor EAM. Once the work order/incident is resolved in Infor EAM, Infor HMS marks it "complete."

When it comes to system upgrades, you'll be able to handle them independently so they have minimal impact on your business operations.

Integrate collaboration with business processes

The Infor Ming.le platform is part of Infor's ongoing commitment to redefining business software as you know it. You get the most innovative social collaboration technologies translated into a business environment and fully integrated across business processes, rather than just added on. With Infor Ming.le, users get a powerful assortment of advanced tools in an easy-to-use package that includes:

- **Contextual intelligence**—Infor Ming.le combines real-time information from ERP, SCM, enterprise asset

Infor Hospitality Enterprise Solutions:

- Consolidate information.
- Integrate business applications.
- Identify your most profitable guests.
- Enhance back-office business processes.
- Allow your management team to stay on top of what's happening.
- Provide you with higher returns.

management (EAM), and financial systems, as well as any other transactional information, on a single screen. It automatically senses the type of work you're doing and displays information relevant to that task, without requiring you to search for information and store the results.

- **Tasks and alerts**—Infor's technology transmits transactional information in real time, so you can keep up with the progress of important activities. You can filter, view, and monitor information to keep tabs on the items that matter most. Infor Ming.le also includes a workflow interface that can push approvals and alerts to the appropriate people when problems arise.
- **Drill back**—Analytics and reports in Infor Ming.le feature full drill back capabilities so you can see the information supporting the data on your screen. If total costs suddenly spike on one production line, for example, you can immediately drill down and see which component of cost changed most to contribute to the increase. You'll be able to zero in on issues that matter and keep your operations under control more easily.
- **Social objects**—Drawing on a concept from the social media world, Infor Ming.le lets you "follow" particular social objects and people, delivering automatic notices based on parameters that you define. For example, if you're a sales rep, you can be automatically notified of all activity relating to a top customer, receiving updates when orders are received, invoices are paid, and more.

Get what you need, when you need it

Maybe you're looking for a simple-to-use, single-property software system. Or maybe you need a fully integrated enterprise business solution. Whatever you need, you'll profit from a multi-departmental approach that touches

every area of your business, from front-of-the-house guest touch point solutions to back-of-the-house financial management solutions to everything else—including marketing, engineering and asset management, and human capital management solutions.

Property management

Give your guests more than they expect, and they'll keep coming back for more—boosting your profits in the process. Whether your property is a small, two-star hotel or a multi-site luxury brand, you can manage availability, rates, reservations, guest profiles, and in-house services with Infor HMS (Hospitality Management System), a multi-tier system that:

- Is built upon the proven Infor technology framework.
- Has seamless Infor ION integration capabilities.
- Follows service-oriented architecture (SOA) design patterns.

You can effectively compete in the global hospitality marketplace and easily integrate to other Infor solutions with Infor HMS, which is designed for today's hospitality business and serves as the foundation for our next generation of hospitality solutions.

With Infor HMS, you can:

- Integrate your traditional PMS with your central reservation system (CRS) in a single database.
- Add any package item to any rate plan, allowing guests to dynamically enhance their packages and hotel-stay experiences.
- Determine guests' lifetime value each time they make a reservation or check in to one of your properties.
- Design your own screen layouts to fit your business requirements.
- Deploy the solution on site or in the Infor cloud, or take advantage of other options. In addition, you'll be able to deploy HMS as a software-as-a-service (SaaS) application in the future.
- Get the information you need from a single screen.
- Use existing interfaces that have already been developed for third-party hospitality products.
- Ensure you fully comply with credit card certification PCI/PADSS 2.0 guidelines, because Infor HMS is PCI-DSS-compliant. Take advantage of a secure payments and notification (vault) component that securely stores credit card information.

Join more than 13,700 hotels, resorts, gaming properties, and government housing facilities worldwide that use Infor hotel software.

Because Infor HMS is configurable and customizable, you'll be able to enhance workflow and increase production. You can access the system's business functions as web services, and exchange business data content with other software systems.

You'll get a centralized, unified look at your guests and your business performance, because Infor HMS incorporates Hotel Technology Next Generation (HTNG) standards that allow the hotel industry's many systems to work together. By integrating HMS with Infor EzRMS revenue management, you can reach the right channel, at the right time, with the right room, at the right price.

By creating a centralized profile for each of your guests, you can:

- Track guest preferences.
- Simplify reservations and provide your guests with personalized, consistent services.
- Increase cross-sell and up-sell opportunities.
- Make instant reservations for sister properties from a single database.

Because Infor HMS clearly separates the presentation tier (HTML creation) from the business tier (encapsulation of business rules and logic), you get maximum flexibility to integrate the application with other products. You can consume business functionality as services, and seamlessly exchange business data content with other software systems. You can also create versatile integration solutions with various partners in the hospitality information technology landscape.

You can perform all the actions that you invoke on an HTML screen over the Internet via a web service interface, which is implemented with Simple Object Access Protocol (SOAP) and Hypertext Transfer Protocol (HTTP), and

employs widely used standards such as Extensible Markup Language (XML), SOAP, and Web Services Description Language (WSDL). For example, you can remotely:

- Create a reservation.
- Check in a customer.
- Access customer profiles.
- Process payments.
- Extract data such as reservations and rates.
- Perform device-level activities.
- Update records.

You can also subscribe to receive notification of specific Infor HMS events, for example, check-ins, check-outs, and new reservations. When the event takes place within the system, HMS automatically sends a SOAP web service message to the subscriber.

Plus, HMS' web services provide you with an address function for message routing, identification, and session management; and a security function for authentication.

Mobility

In the hospitality industry it's all about speed, and about allowing guests to communicate the way they want to with selected businesses. With Infor HMS Mobility, your staff and guests can access information directly from their enterprise applications in real time via mobile devices, without interfaces and middleware.

Your employees will be able to act on the spot and complete tasks instantly, even if they need to coordinate with other team members or departments.

Your managers can monitor the real-time workload of activity, completed tasks, and interaction with guests. As a result, staff efficiency will increase, and you'll be able to track and measure accountability.

Plus, your guests can immediately convey their hospitality concerns to you via their in-room laptops and mobile devices.

You can choose from two categories or service types:

Mobile hotel services. As a hotel associate, you can perform the same functions on a hotel-owned Apple® iPad® that you perform on a standard workstation, using the same HMS credentials and graphical interface. For example, you can check in guests on your iPad curbside

or at conference registration desks to speed up the process or to simply cut check-in or check-out wait time at the front desk. Plus, your concierge will easily be able to integrate information on local attractions to maps, and your housekeepers and rapid-response team will be able to work more efficiently.

Mobile guest services. With Infor HMS Mobility, your guests can complete tasks that are traditionally completed by a hotel associate—for instance, check-in and check-out—from their personal mobile devices. Your organization can customize logos, colors, images, and fonts on the app to maintain brand consistency.

Revenue management

In general, hotels using a revenue management solution (RMS) increase their turnover by 4% to 7% and their profits by 50% to 100%—without any increase in cost. Yet traditionally, existing solutions require intensive consulting and necessitate months of data collection before being fully operational for use by revenue management specialists within the operation.

But there's an alternative. You can get an easy-to-use, out-of-the-box RMS that's specifically developed for the hospitality industry.

With Infor EzRMS, you can sell the right product to the right customer at the right time for the right price. That's because the core software application calculates demand forecasts for each future use of your hotel rooms, and recommends appropriate selling strategies, such as open/close rates, stay controls, open/close room categories, and overbooking levels—maximizing your yield and profit.

You'll get:

- **Lower costs.** Make your service offering price extremely competitive with our software-as-a-service (SaaS) subscription model.
- **Greater flexibility.** Create local, regional, or centralized revenue management structures/organizations.
- **Greater revenue opportunities.** Get higher-value products and services—such as daily yield and database audits—with value-added additions to our core modules. You'll be able to provide end users with lower-cost support and more efficient product upgrades.
- **Direct links to sales and distribution channels.** Take advantage of direct interfaces to your distribution channels, including reservation systems and online hotel room portals.

Financial management

You can cut costs, grow revenue, and streamline operations with the following accounting software that's specific to hospitality departments, ledgers, and users:

Infor SunSystems for Hospitality. Get a reliable view of financial performance across your entire organization, and adapt to challenging business environments. More importantly, get software that complies with industry regulations and best practices. Plus, easily calculate cover counts, occupancy statistics, and no-show revenue.

In addition, conduct hundreds of daily transactions, share valuable information deep within those transactions, and adapt your processes as business conditions and regulatory environments change. By combining Infor CPM (Corporate Performance Management) and Infor SunSystems with Infor Query & Analysis—a simple, easy-to-use operational business intelligence tool—you'll be able to analyze and filter reports via Microsoft® Excel® to view the exact information you need at a moment's notice. That means you'll have the right data to keep costs in line, and to forecast and measure your business trends with just a few key strokes.

With mobile devices such as iPads, you can use Infor Motion Query & Analysis on the move, at the airport, and in a board meeting or presentation, both to access and analyze your business data in real time, and to help identify trends and unexpected results. Thanks to an offline mode, you can see your query results even when you're not connected to the server. With Infor Motion Query & Analysis, you get anytime, anywhere self-service reporting, and can increase the speed of your overall business via a secure, easy-to-use mobile portal

You'll be able to:

- Deliver information to your hotel owners, franchise operators, managers, and staff at the time they need it, so they can make better decisions.
- Find out what's happening as it happens, so you can address urgent issues immediately and gain more control over your business.
- Identify trends and recognize opportunities by measuring and tracking KPIs for each of your properties at will.
- Reduce transaction costs.
- Shorten process cycle times.
- Improve your bottom line.

Infor Lawson Financials for Hospitality. Focus on your customers with tailored back-of-the-house software that complies with industry regulations and best practices. Easily calculate cover counts, occupancy statistics, and no-show revenue. In addition, conduct hundreds of daily transactions, share valuable information deep within those transactions, and adapt your processes as business conditions and regulatory environments change.

Whether you have a small, two-star hotel or a multi-site luxury brand, you can grow revenue and cut costs, because Infor Lawson Financials for Hospitality has seamless integration to Infor Corporate Performance Management. You'll be able to measure trends against budgets, forecasts, and data from your property management system, point of sale system, and other operational systems to get a reliable view of financial performance throughout your entire organization—allowing you to make quick decisions and increase profits.

Continuous control monitoring

You can better run, plan, and control your business with Infor Approva Continuous Monitoring for Hospitality, which recognizes that knowledge + speed = profit. You'll get a complete look at all your enterprise software products, because Infor—unlike other continuous control monitoring (CCM) software vendors—is a one-stop shop that integrates all your applications.

With Continuous Monitoring for Hospitality, you can:

- Automatically monitor key control points across your enterprise.
- Identify and reconcile inconsistencies and control breakdowns.
- Make business users accountable for controls.
- Provide an independent layer of quality assurance.
- Ensure data integrity and quality across siloed and multi-purpose applications.

Because of that, you will:

- Improve financial governance and control.
- Better manage risk.
- Address regulatory pressures.
- Help management monitor and mitigate potential fraud and misconduct.
- Optimize costs and improve profits.

Out of the box, your finance, audit, and IT users will be able to share a common platform while they independently monitor all four control layers for core financial processes: system configuration, user access, master data, and transactions. The result? You will get the broadest and deepest possible support of major applications, plus independent validation that your controls are effective.

Corporate performance management

Analyze business results and plan for growth with a world-class corporate performance management (CPM) solution tailored toward your industry—Infor Corporate Performance Management for Hospitality. You'll be up and running quickly, because hospitality best practices are built into the system.

Streamline your business processes, automate your budget cycle, consolidate information about your financial performance, create customized reports for your business, and thoroughly analyze your financial data. 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 to keep costs in line and forecast correctly. That means you'll be able to make better decisions, cut costs, and grow revenue.

You can:

- Analyze your revenue and recast your budgets within minutes or hours, instead of days or months.
- Close budgets in three to four days.
- Grow your business without adding headcount. Reduce printing and support green initiatives.
- Determine the best way to make an overall profit by analyzing different occupancy and food service scenarios, whether your property is a hotel or casino.

Join hospitality companies that have cut their budgeting time in half with Infor Corporate Performance Management.

Customer relations

Personalize your inbound and outbound marketing programs with Infor CRM (Customer Relationship Management) for Hospitality, which tailors offers to your customers' specific wants and needs at any given time.

You need to ask your guests only once about their preferences and service-level requests, because you get a centralized profile for each customer.

As you learn more about guest preferences, you can market more effectively to—and better serve—your most valuable guests.

You'll be able to:

- Increase sales by as much as 54% online and 36% offline with product promotions.
- Retain more customers while increasing their loyalty and value.
- Reduce costs by moving customer contact from call centers to lower-cost channels, such as your web site.
- Achieve 100% ROI in as little as five months.
- Get the information you need to make more profitable decisions, faster.

Enterprise asset and incident management

You could face a scenario like the following without an asset and incident management solution, also known as enterprise asset management (EAM): Your heating, ventilation, and air-conditioning (HVAC) or laundry unit fails, and you have to spend hundreds of thousands of dollars in repairs and workarounds, and face customer satisfaction issues. Plus you lose business—all because you didn't consider all the implications of asset maintenance. You have got to take it deeper than just looking at a calendar or responding after an asset has already failed. You need to log and track maintenance incidents, everything from daily activities like unclogging a sink or changing a light bulb to special projects like remodeling a wing of rooms.

Track your entire organization's assets and maintenance incidents and perform preventive maintenance with Infor EAM. You will get fewer out-of-service calls for each of the assets, decrease costs, and drive profits and growth.

You will be able to:

- Reduce downtime.
- Delay new capital purchases, because your assets will last longer.
- Prevent problems by scheduling preventive maintenance.
- Track equipment according to federal or other regulatory compliance guidelines.
- Implement capital-saving processes such as warranty management, labor management, and streamlined purchasing.
- Reduce inventory costs and energy consumption.

By proactively managing your assets and maintenance activities, you can:

- Improve labor productivity by 20%.
- Reduce inventory levels by 30%.
- Decrease new-equipment costs by 5%.
- Increase equipment availability by 10%.
- Improve warranty cost recovery by 50%.

Workforce management

You need to provide great service to your customers so they keep coming back, yet you also have to control your largest expense—your workforce. Control costs, increase revenue, and adapt to changing conditions on the fly with Infor Workforce Management for Hospitality, which integrates with your infrastructure and covers all areas of workforce management—planning, scheduling, time and attendance, absences, and performance.

You'll be able to:

- Reduce gross payroll by as much as 6%.
- Completely automate pay rules.
- Spend less time rearranging staff schedules.
- Automatically generate casino floor schedules.
- Align employee schedules with demand forecasts.
- Make your employees happier, reducing turnover.
- Make your customers happier by providing them with better service.

Talent management

Consistently hire the most qualified candidates, and retain the best and the brightest employees. With Infor Talent Management for Hospitality, you can optimize your human capital in many different ways, from talent acquisition and performance management to compensation management and succession planning. As a result, you can:

- Help identify top candidates and hire more strategically.
- Perfect compensation levels and benefit plans.
- Design training plans based on business goals.
- Create development opportunities for top performers.
- Help reduce attrition and flight risk.

Gaming management

Keep a long-term place at the table with high-performance Infor gaming solutions, joining 100% of the Fortune 500 gaming companies and 93% of the Las Vegas strip. Collect and analyze real-time data from many sources—while complying with government regulations—with:

Infor Infinium FMS. Build a solid, secure financial foundation for conducting business, both locally and globally. You'll be able to choose the components that are right for you, from general ledger, payables ledger, and accounts receivable to project accounting, currency management, and global taxation. All the components integrate seamlessly with one another—as well as with Infor Corporate Performance Management and other Infor solutions—for an even greater return on your investment.

Infor Infinium HCM. Get in-depth knowledge of your workforce with our human capital management (HCM) solution. You'll be able to manage payroll easily and quickly, streamline benefits administration, analyze HR patterns and trends, track and monitor HR costs, and gain competitive advantage. That means you'll be able to make better decisions, faster.

Infor Workforce Labor Scheduler. Get the right skill, at the right table, with the right group rotation. You can't afford to spin your wheels on tactical scheduling and compliance issues, because your customers expect exceptional service at every touch point. Meet the forecasted demand of table games while you break down department barriers and incorporate key operations into a single, comprehensive workforce scheduling solution.

You'll be able to:

- Get the most out of your employees.
- Make better decisions.
- Control costs.
- Keep your customers' information secure.
- Deliver extraordinary service.

Flexible deployment options

You can activate our applications in a way that makes the most sense for your business, and change your approach over time.

Have it your way. Choose which applications to deploy on site at your hotel or corporate office and which ones to deploy in the cloud. Regardless of your deployment

option, your user experience, functions, reporting, security, and administration will be the same. You won't have to make tradeoffs because of your deployment method.

Reimagine enterprise software

Make more money with Infor hotel software, which addresses every profit center of your business—whether it's finance, reservations, property management, customer service, strategic planning and analysis, or workforce management. With Infor Hospitality Enterprise solutions, you'll be able to:

- Send alerts and critical information to users, managers, and executives to make your organization more responsive.
- Incorporate video in product definitions and in service-fault reports for faster diagnosis and repair.
- Easily follow business events delivered to mobile devices in a Twitter™-like fashion.
- Get a consumer-grade user experience with single sign-on, and a common look and feel—making the solution simple to use and easy to understand.
- Learn, ask, suggest, share, and experience—all in ways previously unavailable for enterprise applications.
- Take advantage of real-time, in-context business intelligence for faster, more accurate decision-making.

Plus, you will:

- **Get higher returns.** Integrate financial information and processes to manage room inventory and revenue.
- **Integrate business applications.** Share information across your business.
- **Consolidate information.** Track guest preferences, simplify reservations, book appointments, and deliver personalized service across multiple properties.
- **Get to know your customers better.** Identify your most profitable guests and figure out how to provide guest-centric service that will build loyalty and increase the value of each stay.
- **Enhance back-office business processes.** Automate and improve your finance, business planning and reporting, and human resources data.



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About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 customers in 194 countries improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.

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