



# Infor EAM for Hospitality

## Build a foundation for guest loyalty

Hotel guests tend to feel safe, cared for, and comfortable when visiting a well-maintained property. Attractive, well-kept facilities contribute powerfully to a welcoming, professional impression. But it isn't enough that you keep up appearances—your property must also comply with strict quality and safety guidelines, and meet many different service level standards to keep customers coming back and grow the business. First-rate asset management can help you increase top-line revenue and cement guest loyalty.

## Choose a trusted solution

With more than 25 years of experience and one of the market's most comprehensive enterprise asset management (EAM) solutions, Infor® helps hundreds of hospitality organizations get the most out of their buildings, equipment, and fleet. Infor EAM for Hospitality has been developed specifically to meet the full range of asset management requirements for the hospitality industry.

- Infor EAM for Hospitality helps your hotel operate efficiently and delight guests

## Exceed guests' expectations

It's no secret that great guest service is essential to success in the hospitality industry. But you can only deliver a high level of guest service when your facilities, equipment, and systems operate at an equally high level. Enterprise asset management plays a critical role in ensuring great service as well as strong business results.



### Master profitability

You can't measure total hotel profitability without including the costs of building, grounds, equipment, parking garage maintenance, and energy consumption. You need a hotel-focused enterprise asset management solution that can help you understand and effectively manage all facilities, equipment, and energy costs if you hope to satisfy your guests' escalating expectations. Infor EAM for Hospitality provides tools for:

- **Guest incident management**—Create, manage, and track work orders and service requests within the system to ensure guest requirements are completed quickly. Mobile solutions ensure that you'll expedite service more rapidly than ever. Technicians can receive guest service request alerts delivered immediately to their mobile devices with all of the information they need to complete each request.
- **Equipment reliability**—Scheduled maintenance, predictive maintenance, and accurate warranty and repair records ensure the reliability of all equipment.
- **Support for green initiatives and asset sustainability**—Incorporating the consumption, costs, and environmental impact of natural resources—water, air, gas, electricity, and steam—into your asset management strategy reduces costs and ensures compliance with government regulations.
- **Risk management**—Key performance indicators (KPIs) and real-time performance monitoring help to proactively identify potential problems with high-risk assets like buildings, equipment, escalators, parking garages, and recreational features.
- **Regulatory compliance**—Documentation from calibration reports, electronic signatures, greenhouse gas (GHG) reporting, and asset tracking help keep your organization audit-ready.

## Get comprehensive power

You'll be able to reduce costs through Infor EAM's effective systems management, comprehensive work order functions, integrated purchasing, centralized call centers, and easy-to-use scheduling tools. In addition, the solution helps your organization avoid penalties, shutdowns, and liability claims.

## Specialize for your business

Infor EAM for Hospitality includes all the asset management features you need for improving hotel operations and performance, along with specialized modules to support the unique requirements of your business. Key features include:

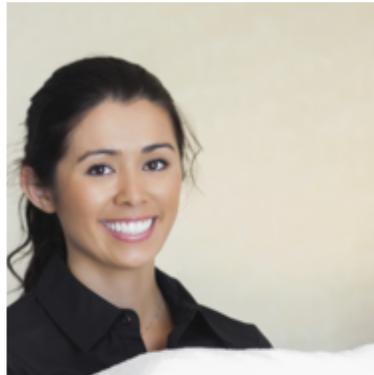
- **Asset tracking**—Keep all information about any asset in the property—from televisions to vehicles to bed linens—in one database for easy retrieval and to keep track of activities, movements, and maintenance. This ensures that information on highly mobile equipment is always up to date.
- **Integration with Infor HMS**—By connecting Infor EAM to our award-winning Infor Hospitality Management Solution (HMS), you get tools for streamlining operations, improving guest experience, and maximizing revenue potential, so that you can run your properties more successfully.
- **Preventive maintenance**—Provides the ability for “metered and timed” notification to alert maintenance team members of routine maintenance that must be completed based on the number of times a room has been occupied. This helps you keep guest room equipment operating at peak performance, while at the same time ensuring that you're not wasting time and money on unnecessary repairs or inspections.
- **Fleet management**—If your hotel or resort operates airport shuttles, limousine services, golf carts, or other transportation assets, you can establish maintenance and repair schedules to monitor and alert team members when routine fleet maintenance is required. This will help extend the service life of each vehicle and ensure that your vehicles operate effectively.
- **Call center management**—You can manage all service requests through a single call center. From guest services to maintenance technicians, each service employee can view their open requests.
- **KPIs**—Infor EAM for Hospitality gives you real-time dashboards for a precise snapshot of maintenance team and equipment performance to quickly identify potential problems and improve utilization. You can set KPIs to monitor issues that are critical to your organization's continued business performance and regulatory compliance.
- **Outsourced maintenance services**—Record maintenance activities, compile equipment histories, and create invoices for services the maintenance department performs for other organizations.
- **Warranty management**—Tap into immediate savings with warranty management for both meter- and date-based warranties and for automatic notifications on all work orders in the system that have a potential warranty claim.
- **Multi-organization capabilities**—Infor EAM for Hospitality can help your organization incorporate asset management into a comprehensive solution while maintaining autonomy between different maintenance groups or hotel properties. For example, guest services can use the solution to issue work orders for repairing televisions and maintaining guest rooms, while facilities managers can use it to service HVAC systems and automatic doors. Each department has access only to the tasks it needs.
- **Mobility**—Service teams can expedite service throughout the hotel on modern mobile devices and smartphones to speed service and efficiently manage guest requests. Managers can monitor workloads and assign tasks to the appropriate team members to manage accountability and expedite service.

## Accelerate guest service and increase profits

Hotels like yours can build guest loyalty, grow top-line revenue, and increase profitability with Infor EAM for Hospitality. It gives you the specialized asset management functions you need to improve performance, increase savings, comply with regulations, and ultimately provide the best service to your guests.

### Infor EAM for Hospitality:

- Delivers the advanced, specialized functions you need
- Helps you accurately prioritize equipment care
- Provides you with knowledge about your business
- Helps ensure your guests' service, safety, and comfort
- Is accessible through a standard Internet browser 24x7
- Helps you save money and increase profits



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641 Avenue of the Americas, New York, NY 10011

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