

How **Future-Proof** Is Your **Hotel PMS?**

 Checklist



In many respects, a hotel is only as efficient as its PMS system. This technology acts as the integral framework to a hotel's internal processes, paving the way to a positive hospitality experience for staff and guests alike.

Of course, as the technology available to hotels continues to advance and evolve, hotelier's may find themselves reassessing current platforms and tools in favor of modern, updated options. Your PMS is no exception, as it becomes important to consider: how future-ready is your PMS? Luckily, we've compiled a checklist to help you determine the answer to that question.





1 Is Your PMS Cloud-Based?

On-premise solutions can often be left behind as technology advances. Of course, some updates are available, but many hotels choose not to upgrade because of lack of compatibility with their other systems, as well as fear of loss of data or disruption to routine. Migrating your PMS to the cloud should be top of mind for every hotelier.

Cloud-based software doesn't rely on costly hardware upgrades, and automatically installs new updates to maintain security and limit on-going maintenance. And because of the simple subscription-based SaaS pricing of cloud-based PMS, there are no unwelcome surprises - and budgets are predictable year after year.

A grayscale photograph of a person's hands holding a tablet. The tablet screen displays a complex software interface, likely a Property Management System (PMS), with various data fields, buttons, and a sidebar menu. The person is wearing a light-colored sleeve and a thin bracelet on their left wrist.

2

Is Your PMS Optimized for Mobile?

If your PMS is missing mobile functionality (check-in, upgrades, key encoding and more), it's missing out entirely. The modern hotel guest expects to remain connected 24/7, whilst also addressing most of their travel needs right from their smartphone.

In fact, 60% of guests across all demographics stated that they are "more likely" to choose a hotel that allows guests to check-in with a smartphone than a hotel that doesn't.

3

Does Your PMS Offer Self-Service Functionality?

Guests are demonstrating an increased desire for self-service functionality as it relates to their travel and hospitality experience. With the availability of self-service kiosks and app integrations, you can cater to your guests' preferred interaction model, free up your staff, reduce front desk lines and more.



4

Is Your PMS Built on Open API for Easy Integration?

Cutting-edge technology and services can only be enjoyed by your hotel (and offered to your guests) if your PMS software can interfere with them. Your PMS system should be designed with open APIs and channel management software for seamless integration.





5

How Secure is Your PMS?

A cloud-based PMS system is more secure than traditional, server-based systems, as they have an entire team of experts dedicated to managing the on-going security of the data (which is stored off-site).

With this 24/7 monitoring and oversight in combination with state of the art firewalls, you can trust your data is always secure.

A black and white photograph showing a stack of US dollar bills, including a \$100 bill and a \$1 bill, resting on a tablet device. The bills are slightly out of focus, and the tablet is visible at the bottom of the frame.

6

Does Your PMS Offer Revenue Generating Capabilities?

Your PMS shouldn't just enhance your internal processes, it should enhance your revenue potential as well. A PMS with revenue generating capabilities will drive your revenue model with upgrades and packages built directly into the interface, as well as upsell prompts for staff and guests.



Is Your PMS Intuitive and User-Friendly for Easy Adoption?

A truly intuitive PMS should reduce staff training up to 80% from traditional models. When considering the high turn-over rates experienced within the hospitality industry, it's important to set your staff up for success with an intuitive, easy-to-learn platform.



8

Does Your PMS Gather Real-time Insights and Reporting?

Your PMS system gains access to a constant stream of guest data — but is it using this data to generate actionable, real-time insights and reporting at a glance for your staff?

With a truly intuitive PMS system, your hotel will become optimized to provide a personalized, exceptional guest experience each and every time.





9

Can Your PMS Grow With You?

How can you expect your hotel to grow and evolve, if you don't have the support of a PMS that can support that growth?

Ensure your PMS system is scalable with the breadth to offer more extensive capabilities as your hotel's demand grows.

10

Does Your PMS Offer On-going Service and Support?

Cloud providers manage the entire PMS system for you, everything from the hardware, to the software, and database. The support team will manage updates for you, ensuring your hardware is always functioning efficiently, without the need for frequent on-site visits or intrusions.





About StayNTouch

StayNTouch is a "Software as a Service" hotel property management systems (PMS) company focused on developing solutions that help hotels raise service levels, drive revenues, reduce costs, and ultimately change the way hotels can captivate their guests. Developed with mobility in mind, the pioneering platform enables hotels to create long-lasting relationships with their guests by delivering personalized service levels that today's guests require. StayNTouch operates on tablets and smartphones, empowering hotel employees to go above and beyond in exceeding guest expectations at every touch point.

Powering over 85,000 rooms globally, our game-changing solution frees hotels from the constraints of legacy or premise systems, dramatically streamlines operations, increases margins, and revolutionizes how front-line staff connects with guests. StayNTouch is a trusted partner to many of the most forward-thinking hotels, resorts, casinos and chains in the industry, including Yotel, Zoku Amsterdam, Valencia Hotels, The Freehand Hotels, First Hotels, Modus hotels and the Fontainebleau Miami Beach.

To learn more watch our video "THE NEW WAY... TO HOTEL!"