

Is your PMS ready for the future of travel?

The 7-Point Checklist

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A Property Management System (PMS) is central to any hotel business and is relied upon more and more to improve hotel operations and deliver memorable experiences to guests. COVID-19 has taught us that there has never been a more important moment than now to invest in technology. It has accelerated the need for greater efficiency, flexibility, and consolidation of property management requirements. It has also increased the need to adapt infrastructure and to become more aligned with the expectations of tomorrow's traveler. In fact, travelers will not only request but also expect more operational efficiency, personalization, and flexibility, to name a few.

Is your PMS ready for the future of travel?

Here's what you will find in this guide:

- [Why is it important to invest in a future-proof PMS?](#)
- [The 7 points to identify if your PMS is geared towards the future.](#)

Why is it important to invest in a future-proof PMS?

From fragmented technology that makes solution integration difficult, to outdated user interfaces, limited capabilities and lack of access to actionable data, the wrong PMS can stand in the way of a hotel delivering memorable experiences and driving revenue.

By equipping themselves with the right technology, hoteliers can successfully adapt to evolving needs, optimizing operations, maximizing resources, and offering more personalized experiences to guests.

To help smooth out your PMS review process, we've put together a list of 7 key aspects to look out for when analyzing whether your PMS is ready for the future of travel.

7 aspects of a PMS ready for the future of travel

New innovations, integrations, and technology advancements are opening the doors to plenty of future opportunities in hotel management. For that reason, we've compiled a short but robust checklist to find out if your PMS is taking full advantage of these transformations. [Read on!](#)

1. Is it easy to use for my staff?

Staff in independent hotels and mid-sized chains often experience frustration in using older systems with unfriendly user interfaces and limited features. This can create difficulties and wasted time in the day-to-day operations of employees, and consequently diminish the quality of service and the customer experience.

A PMS geared towards the future should allow your staff to achieve significant efficiencies regarding time and effort, and benefit from enhanced ergonomics and time-saving capabilities. Staff can then spend more time on your customers and human interactions, and less on property management tools.

2. Is it flexible?

A modern PMS should not make you wait for end-of-day reports to update mission critical systems. It must ensure your operations are always up to date with the latest data through real-time reporting and analytics from a wide variety of reports.

It must also allow you to control your environment better by adjusting to changing market conditions in an agile fashion and leverage open APIs and “code your own solution” capabilities to connect to custom solutions as needed.

Finally, it should remain flexible to both simplify and consolidate all your property management requirements from a central hub and add new features at speed.

3. Does it allow robust integration capabilities with your other hotel solutions?

Hotels cannot deliver the increased levels of personalization tomorrow's guests will expect with fragmented solutions and data that resides in separate platforms.

Hoteliers will need to unlock and apply data across the guest experience -- from looking and booking to the on-property and post-stay experiences.

Applying data in such a manner requires powerful integration capabilities that seamlessly connect systems across your properties. The PMS of the future must support faster, and more efficient “plug and play” integration capabilities to keep data flowing between on-property, distribution, business intelligence and other systems.

4. Does it allow simple connections to other external solutions?

Your system must allow connection with third-party solutions in order to extend its capabilities in expanded innovative, and more competitive ways.

It should be able to leverage simple integration capabilities to the broadest possible ecosystem of 3rd party solutions through seamless access to an “a la carte” menu of external partners and solutions.

It must allow simple connections to hundreds of partner systems across distribution, Point of Sale (POS), payments, building/energy management, Customer Relationship Management (CRM), housekeeping, sales and catering, revenue management, and more. Ideally you must be able to connect to these external partners at no additional cost.

5. Does it leverage the power of the Cloud?

Did you know that shifting to a Cloud PMS -- or a web-based PMS -- ensures that your property management platforms remain reliable, scalable, and secure?

Cloud solutions maintain the same functionality of any legacy system while increasingly addressing the ability to integrate new features, push releases faster and support core functions such as remote login, distribution management, process automation, and real-time data. The Cloud enables your hotel to scale your environment by handling growing resources on-demand to meet your business needs.

It also ensures that your PMS stays competitive by allowing frequent background upgrades without any operational interruptions. With cloud-native systems, the latest features are delivered instantly in real-time to ensure your system never misses an update.

Finally, the cloud allows multiple users to view data in real-time, share information effortlessly, and makes working as a synchronized team easier and more accessible than ever.

6. Does it ensure Security and Compliance?

Your PMS geared towards the future must ensure that your company and guest data remain secure and compliant with all international requirements.

It must protect your business' potential liability and prevent the growing numbers of industry hacking attempts through advanced security and compliance features, such as:

- Secure storage: all card details should be encrypted and held in a secure offsite vault, leaving only placeholder tokens behind in your PMS.
- Multi-Factor Authentication to prevent fraudulent logins through secure services.
- Tools ensuring your PMS show no commercial value to thieves.

7. Does it enable Multi-Property Support?

When managing multiple properties, it can be difficult to fill your hotel rooms at the rates that deliver the most profit. A PMS ready for the future of travel should let you share information across your hotels, provide integrated channel management, and help streamline the sales process.

- Firstly, it should offer centralized data that enables access to a shared guest profile database to anticipate guest needs across properties and build brand loyalty.
- Secondly, it should allow standardized operations across properties by using a consistent PMS to develop and maintain operational and service standards -- a key element in defining and refining your brand.
- Finally, it should allow global logins so that designated employees can access data across properties without having to log in and out of each hotel's system.

As these new innovations, requirements, and trends emerge, ask yourself **is your hotel PMS ready for the future of travel?** Are you prepared to deliver greater efficiency and take your guest experience to the next level?

If your current PMS doesn't meet all the listed requirements, or if you're contemplating a possible change, our PMS specialists would be happy to assist you in addressing these evolving needs and guide you through the modernization process.

Now is the best time to rethink your guest experience and take your business to a whole new level of success.

[Contact our PMS Specialists](#)