



● GLOBAL LEADERS IN HOSPITALITY TECHNOLOGY

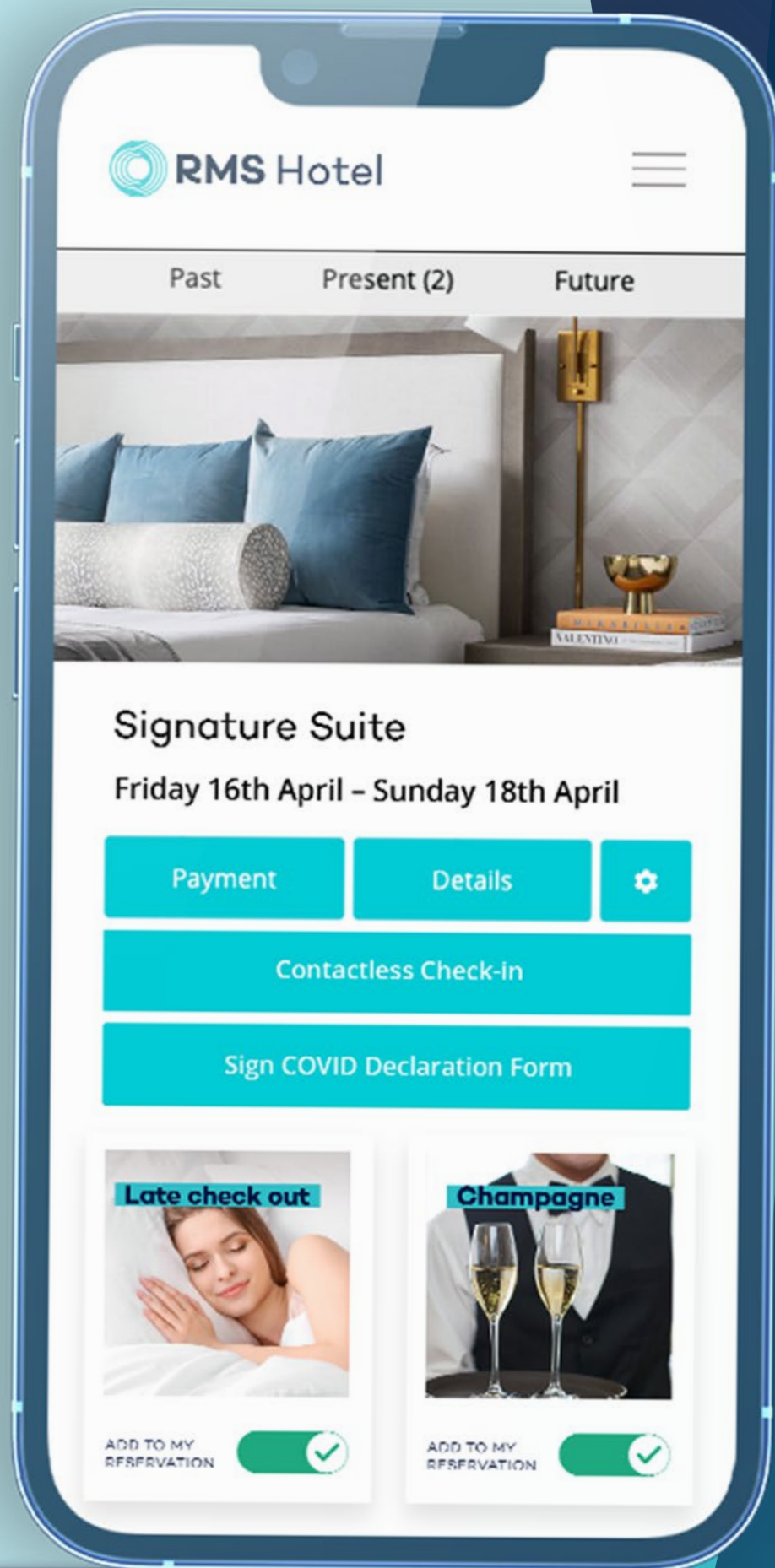
# Choosing the best PMS for your hotel

The critical role technology plays in modern hotels, means choosing the right partner has never been more important. As an industry leading solution designed to help hoteliers achieve operational excellence, RMS understands the unique considerations your business requires. Here are the key questions you should ask before switching your PMS provider.



Let's go





## ● RMS FOR HOTELS & RESORTS

# How will my PMS technology help my guests?

In an ever-changing environment, constant innovation is needed to keep up with your guests' expectations. The demands on your technology are evolving. Functionality needs to allow for contactless technology to play a greater role, especially with the considerations of our post-pandemic world. Your hotel needs innovative guest-facing tech to enable guests to manage every aspect of their reservation from their mobile. This saves you time and money and allows you to deliver superior guest experiences.

Avoid issue-ridden apps, expensive kiosks or other inferior work-arounds. Ask for a true contactless solution that is easy for both guests and staff to use.

### People love our contactless guest portal



SELF CHECK-IN  
& EASY PAYMENT



CONTACTLESS  
& COVID-SAFE



TWO-WAY SMS  
FOR CODES & KEYS



SELF-SERVE  
ADD ONS



GUESTS  
LOVE IT



## ● RMS FOR HOTELS & RESORTS

# Can I integrate with my favourite booking sites?

You need to know that you can handle your online bookings easily and make sure you have the right tools at your disposal to increase direct bookings as well as automating channel and rate management across the booking websites that your guest like to use. Take the hard work out of manually adjusting rates and inventory with a PMS that has streamlined the day-to-day tasks to free your team up to focus on delivering more for your guests.

Integrate membership or loyalty programs through your online booking engine while offering upsells and other features designed to increase revenue and make the most out of each enquiry you receive. Make sure to ask if your PMS can offer all these features, as without this functionality your business will be missing out on untapped opportunity.



**Our team are experts in fluid inventory, multi BAR and rate management strategies that can boost your revenue.**







● RMS FOR HOTELS & RESORTS

# Will onboarding my team be difficult?

Changing PMS can seem daunting, but with the right provider, you can experience a seamless migration. One of the most important factors in onboarding is ensuring that your entire team have the right training and support to make sure that you are up and running quickly and using your system to its' full potential.

It's good to know that you are working with a team of experts on your side, so make sure to enquire about the level of support you will receive both throughout onboarding but also on an ongoing basis. Also, key to ask about hidden support fees as some PMS platforms charge extra for this service.



**We proudly deliver free  
expert global support 24/7**



● RMS FOR HOTELS & RESORTS

# Can I trust the security of my data?

Your guest loyalty is pivotal to your success, as such you need to know that your PMS provider takes cyber-security seriously. A data breach not only impacts your operational integrity but can have devastating effects on your guests desire to return. When you are capturing confidential information, processing payments and communicating directly with your staff and guests state-of-the-art security features like Two-factor authentication, IP Restriction and Single Sign-On are crucial to stress-free and continuous business operation.

Make sure to check the security credentials of your PMS provider as an essential step in your qualifying process. You'll be glad you did.



**FedRAMP**  
Military grade  
security  
certified



**Microsoft**  
Azure  
Cloud  
Hosting

## When we say best-in-class, we mean it.

RMS is the only PMS solution to achieve fedRAMp security certification, used by the US Military. Our data centres are supported by future-ready Microsoft Azure servers used by 95% of Fortune 500 companies.

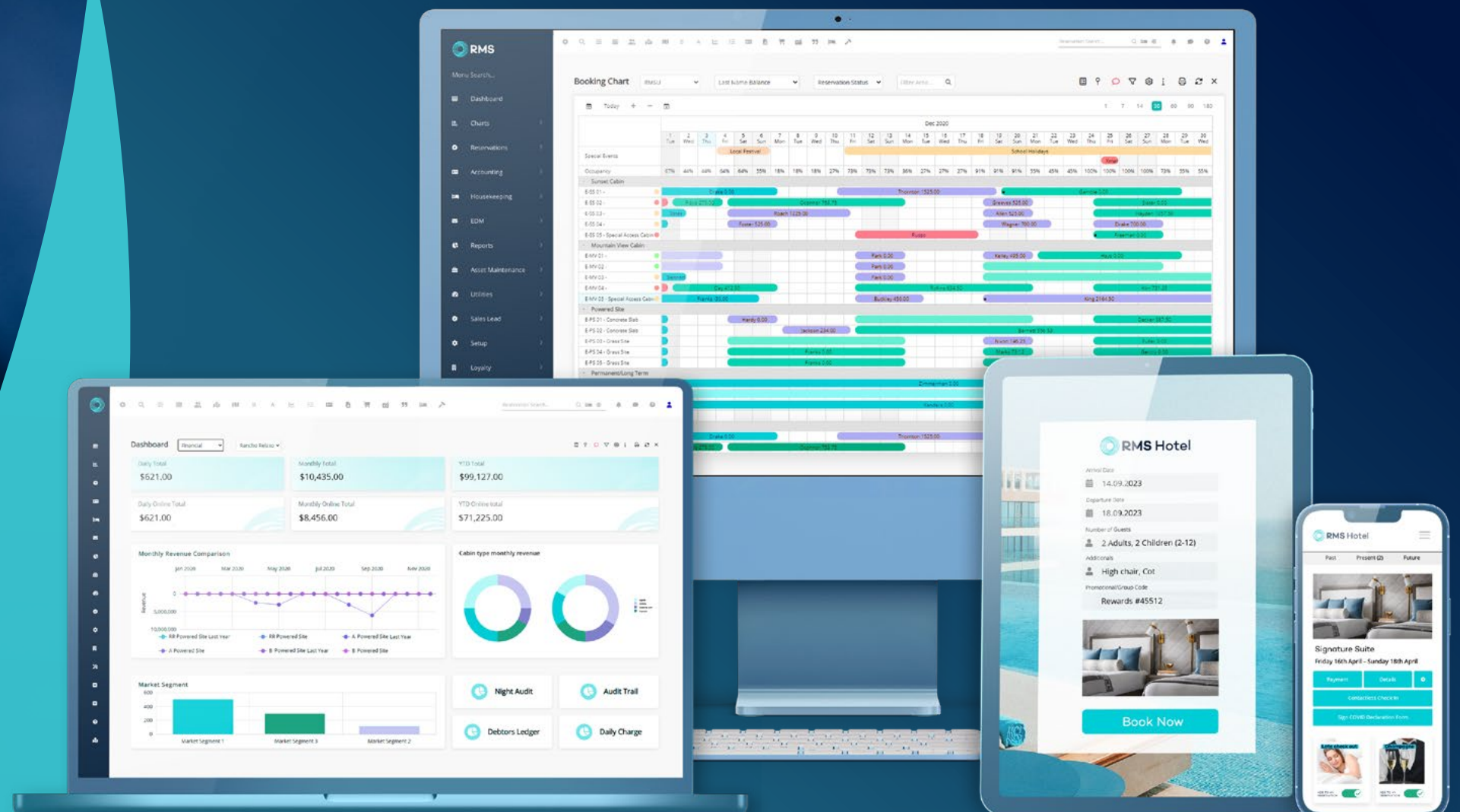




## ● RMS FOR HOTELS & RESORTS

# How can PMS technology help my staff?

With a powerful suite of tools, you can manage your property efficiently, profitably and securely with one all in one end-to-end solution. Every member of your team from management, to housekeeping, to front desk and guest services will be empowered with automated tools allowing them to perform at their best.

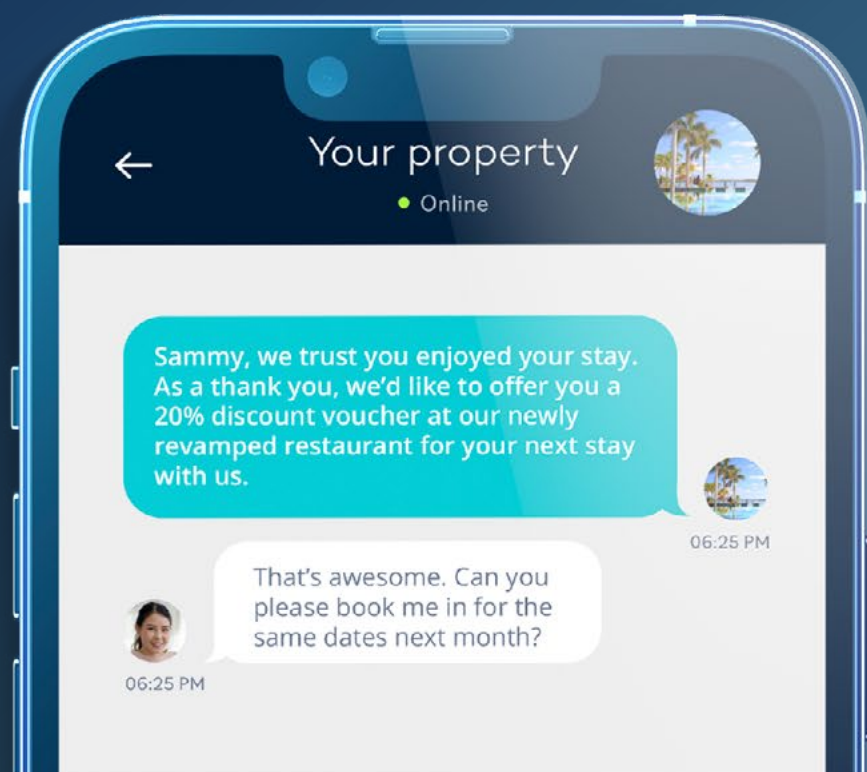




# How can I keep my guests coming back?

Use the many guest marketing communication methods - such as SMS - to get the right message to your guests at the right time. Approach with a timely offer, an upgrade or promotion right when your guest is primed to engage and easily boost your guest retention rates and encourage repeat visitation.

Choose PMS technology that includes essential guest marketing tools that will help harness your guest relationships and increase your revenue. Connect with your guests before, during and after their stay with native EDM tools and guest engagement modules such as rewards and loyalty programs such as the robust suite of guest marketing tools that come native to RMS platform.





● RMS HOTEL EDITION

## When it comes to your business, your tech partner matters.

Your business needs technology that will support your success. When it comes to making the smart choice, you need to ask the hard questions to ensure you choose the best partner. Our tech ecosystem is evolving with market trends and needs, keeping pace with the demands of both the new market forces and a new generation of travelers. RMS is the world's fastest growing technology company for good reason, get in touch for a product demonstration and let us show you how RMS can make a big difference to your business.

**184,000**  
global users

**39** years  
industry leaders

**3,000**/yr  
enhancements

**200+**  
global staff

**550+**  
integrations

**24/7**  
global support



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**RMS Product Demo**

[rmscloud.com](https://rmscloud.com)

