

# The Evolution of Hotel Property Management Systems

BY



Over the years, as business needs demanded, additional features were introduced into PMS solutions. This influenced full ERP solutions, but also drove the evolution of the PMS to the advanced Hotel Operating System (aka HOS) of today. The changes are represented in 5 year increments.

## FEATURES EVOLUTION

- FRONT OFFICE FUNCTIONALITY
- ▲ BACK OFFICE FUNCTIONALITY
- ADDITIONAL FUNCTIONALITY

1920

GUEST ACCOUNTING

GUEST REGISTRATION

RESERVATIONS

1960

GDS CONNECTIVITY

REPORTS & STATISTICS

1980

FINANCIAL ACCOUNTING SYSTEM

1985

ACTIVITY LOGGING

1995

GROUPS & ALLOTMENT MANAGEMENT

2000

YIELD & REVENUE MANAGEMENT

2005

DIGITAL CONCIERGE INTEGRATIONS

2010

ROOM CONTROLS INTEGRATIONS

2015

ORACLE HOSPITALITY LAUNCHED

MOBILE CHECK-IN & CHECK-OUT

HOUSEKEEPING SYSTEM INTEGRATIONS

KIOSK CHECK-IN & CHECK-OUT

BUSINESS INTELLIGENCE

CRM

CHANNEL MANAGEMENT INTEGRATIONS

REPUTATION MANAGEMENT

ONLINE BOOKING ENGINE

RATE SHOPPING INTEGRATION

WI-FI / INTERNET INTEGRATION

1990

MINIBAR INTEGRATIONS

LOST AND FOUND MANAGEMENT

PAYTV INTEGRATIONS

POINT-OF-SALE INTEGRATIONS

CENTRAL MANAGEMENT INFORMATION SYSTEMS

HOTEL SECURITY INTEGRATION (KEYCARDS)

RATE MANAGEMENT

TELEPHONE INTEGRATION (PBX)

SALES & CATERING

MAINTENANCE MANAGEMENT

CUSTOMER DATABASE & HISTORY

WINDOWS XP  
CLOUD COMPUTING PLATFORMS  
JQUERY WEB INTERFACES  
SMARTPHONE DEVICES

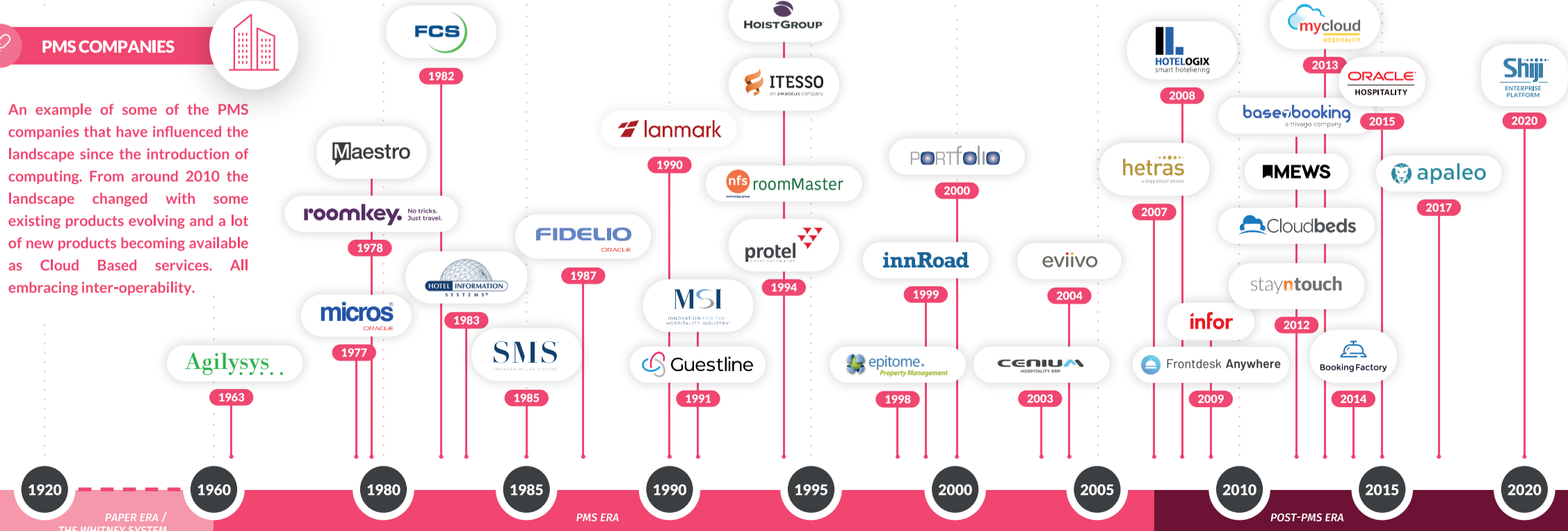
From Mainframe to Smart phones - underlying Operating Systems supporting HOS solutions has advanced.

## TECHNOLOGY CHANGES



## PMS COMPANIES

An example of some of the PMS companies that have influenced the landscape since the introduction of computing. From around 2010 the landscape changed with some existing products evolving and a lot of new products becoming available as Cloud Based services. All embracing inter-operability.



1920

1960

1980

1985

1990

1995

2000

2005

2010

2015

2020

PAPER ERA / THE WHITNEY SYSTEM

PMS ERA

POST-PMS ERA