Shiji

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The Evolution of Hotel Property Management Systems

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

1980
- FINANCIAL ACCOUNTING SYSTEM
- REPORTS & STATISTICS

1985
- ACTIVITY LOGGING
- CUSTOMER DATABASE & HISTORY

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

1995
- GROUPS & ALLOTMENT MANAGEMENT

2000
- YIELD & REVENUE MANAGEMENT

2005
- ONLINE BOOKING ENGINE
- RATE SHOPPINGS INTEGRATION
- WI-FI / INTERNET INTEGRATION
- REPUTATION MANAGEMENT

2010
- ROOM CONTROLS INTEGRATIONS
- UPSELLING TOOLS INTEGRATIONS
- DIGITAL CONCIERGE INTEGRATIONS
- CRM
- CHANNEL MANAGEMENT INTEGRATIONS
- HOUSEKEEPING SYSTEM INTEGRATIONS
- KIOSK CHECK-IN & CHECK-OUT
- BUSINESS INTELLIGENCE

2015
- ORACLE HOSPITALITY LAUNCHED
- MOBILE CHECK-IN & CHECK-OUT

1950 MAINFRAME COMPUTERS
1953 FIRST COMPUTERIZED AIRLINE RESERVATION SYSTEM
1981 PC / DESKTOP COMPUTERS
1981 SPREADSHEETS
1993 WORLD WIDE WEB
1995 WINDOWS 95 / 98
2006 WINDOWS XP
2006 CLOUD COMPUTING PLATFORMS
2007 JQUERY WEB INTERFACES
SMARTPHONE DEVICES

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

TECHNOLOGY CHANGES

Clock
SKYTOUCH TECHNOLOGY

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.

- Agilysys 1963
- micros ORACLE 1977
- Maestro
- roomkey. No tricks. Just travel. 1978
- FCS 1982
- HOTEL INFORMATION SYSTEMS 1983
- SMS 1985
- FIDELIO ORACLE 1987
- lanmark 1990
- MSI INNOVATION FOR THE HOSPITALITY INDUSTRY
- Guestline 1991
- HOISTGROUP
- ITESSO an amadeus company
- nfs roomMaster
- protel 1994
- PORTFOLIO 2000
- innRoad 1999
- epitome Property Management 1998
- CENIUM 2003
- eviivo 2004
- HOTELOGIX smart hoteliering 2008
- hetras 2007
- infor 2009
- Frontdesk Anywhere
- mycloud HOSPITALITY 2013
- ORACLE HOSPITALITY 2015
- basebooking a trivago company
- MEWS
- Cloudbeds
- stayntouch 2012
- Booking Factory 2014
- apaleo 2017
- Shiji ENTERPRISE PLATFORM 2020

1920 PAPER ERA / THE WHITNEY SYSTEM
1960
1980
1985
1990
1995 PMS ERA
2000
2005
2010
2015
2020 POST-PMS ERA