



apaleo

8 signs it's time to change your PMS

**"We have a great PMS" they said...
"It will be easy to use" they said...!!**

And just like that, you are stuck. They said it would be easy. Easy to set up, easy to use, easy to learn, easy to integrate new tools. But it's not. If you are reading this, you just might be a hotelier stuck with an old, dinosaur PMS that has over-promised and under-delivered for far too long. If some (or all) of these eight signs sound familiar, it's time to rip off the band-aid, and find yourself a new PMS that will work for you.

1. Difficult to set up

The first big red-flag: is the software a pain to set up? Does it require long rollout times, consulting hours, phone calls and on-site IT crews just to get your software up and running? If so, get out! A property management should be simple to set up. In fact, its something you should be able to do on your own, if you want. Look for a system that can be easily set up or even – gasp – supports self-set-up so that your property is live in a flash, not in months or years.

2. Extremely hard to use

Dan Bricklin, for those who doesn't know him, is the father of Excel, once noted that even he does not know how to use all of Excel's features. Just imagine that! If you feel the same about your PMS and need to pay teams of consultants to train you and your ever-changing team, you may want to look for something new. A PMS should be easy to use and easy for new employees to learn – no extra consulting needed!

3. Server-based

Oh no...the entire system is installed in some dark room of your basement? This means that someone has to come to your property to install updates. This means long wait times for new updates and features. It's time to go cloud-based – no wait times, always up-to-date, and accessible anywhere.



4. Not accessible on all devices

Modern-day hoteliers can't be chained to a desk. So why should their software be? If your PMS is only available on one device, ditch it for one that gives you access to your data any time, anywhere, on any device. We're talking desktop, tablet, smartphone, you name it.

5. Connecting to other technology? Forget about it.

The average hotelier works with dozens of different technologies. Yet, they struggle to connect all the data. Why? Because legacy PMSs make it difficult, with crazy integration fees and long wait times. You should get to test, use, and discover all the technology you want – and more. Find a PMS that doesn't charge you for connecting new tools (hint: it comes with a fully open API) - one that can help you discover great technology to run your business.

6. Lacking smart features

You need more than standard features. Your PMS vendor should be thinking ahead when it comes to its technology. For example, chargebacks...total pain in the you-know-what and costly. What if your PMS was able to allow you to accept or deny a booking that was made with a non-verified card before you ever have to worry about chargebacks? Or invoicing...what if your PMS allowed you to automate all payments, saving your front desk staff time, and cutting down on lines and guest wait times.

7. Guest journey? Yeah, from 20 years ago.

Your guests use technology differently than they used to. Does your PMS support them? If you're stuck treating guests the same way you did 20 years ago, it's time for a change. Some of them are totally mobile - when looking for your hotel, when booking, when checking in, while at the hotel, and afterwards. So, we support the full modern day, mobile guest journey.

9. Do you worry if your data is secure?

In an era of GDPR regulations and hacking, you shouldn't have to question your hotel's data security. But did you know that many PMSs are still not even PCI compliant? Look for a PMS that keeps all your guest data secure.

Bonus round:

Pssst...we know a thing or two about PMSs. ;) If you're looking to make a switch, we've got you covered. [Schedule a meeting](#) with us for a free demo OR set up your hotel with a [free trial account](#) of apaleo. The future looks bright!