

INNfinity Software Systems redefines custom by offering a hotel software solution, **INNfinity V2**, with INNfinite possibilities. The latest Microsoft tools and technology coupled with the cohesion and experience of INNfinity's original Design and Development Team provide INNfinity V2 with a solid foundation, a pliable architecture for seamless custom work, and powerful, INNtuitive functionality. INNfinity V2's INNtuitive nature is a derivative of its likeness to the commands and navigational gait of Microsoft products, making it easy-to-use and easy-to learn. Training just couldn't be simpler. Its fluidity allows INNfinity V2 to evolve with your ever-changing business needs. Its power is exemplified by its impeccable memory for Guest Profile history.

# INNFINITY V2

## redefining custom



### A MEMORABLE LOOK

It all begins with the look. Customize INNfinity's signature 1-screen design with your corporate colors and logo for software that is uniquely yours. Tailor INNfinity V2 further by creating a custom Guest Profile to track the personal information and preferences of your valued guests. Track anything from pillow and room temperature preferences, to favorite morning newspaper and juice, to birthdays and anniversaries. INNfinity V2 then draws from the custom Guest Profile to flag and report special requests and messages for expeditious task assignment to hospitality staff. It is effortless to make every visit an *occasion* with the inside information at your fingertips.

### MAKE YOUR MARK

Special guests can be marked with status designations, such as VIP, which appear in eye-catching **bold** print on Arrival and Housekeeping reports. Status designations can be determined by your hotel's exclusive VIP point system, which INNfinity V2 can calculate for you. Based on earned points, formulate a VIP reward system to augment your custom Guest Profile. With the essential details contained in one area of INNfinity, at a glance a guest service agent can unleash the ordinary and escalate the guest experience to the extraordinary.

### TAKE FLIGHT

INNfinity V2 can detail guest flight arrivals and departures. Use this information to time any pre-arrival accoutrements perfectly and to generate a transport schedule for airport limousine service. Go beyond and plan an entire vacation with INNfinity V2's Concierge Module. Partnerships with local restaurants and spas can be solidified as your concierge staff refers hotel guests to your preferred partners, year after year. Feel confident that your VIPs will receive the same five-star customer service inside *and* outside your front doors. INNfinity's Concierge Module allows you to coordinate every aspect

of a guest's stay in a consolidated custom itinerary. What's more, itineraries remain in INNfinity for the life of your system, so you can always "remember" a guest's favorite little brunch place. For international clients, INNfinity V2 offers multilingual itineraries and confirmations for maximum impact. INNfinity V2—software as unique as you are.

### MARKETING TO THE MAX

In addition to tracking preferences, a Guest Profile can also record spending habits. Once you identify the revenue centers crucial to your VIP business, INNfinity V2 can assist in devising an ironclad marketing campaign to entice repeat-business. Create a package unique to each spending pattern, offering the indulgences your VIPs can't refuse.

### MARKET TO THE MASSES

For hoteliers with several properties, INNfinity V2 can create a custom Guest Profile with information inclusive of all locations. A room preference or an important detail added to a Guest Profile at one location is visible from all locations, ensuring a consistently flawless guest experience on each and every visit. At a glance, it is easy to determine the sites your VIPs tend to favor. INNfinity V2 can assist you with promotion development to encourage business at all properties, strengthening your image in the marketplace as a solid, full-service hotel chain.

### A POWERFUL IMPRESSION

INNfinity V2 is everywhere you are. Whether your guest service agents check guests in from behind a front desk, in guestroom from a laptop, or in the reception area from a hand-held device, INNfinity V2 offers the same powerful memory from its easy-to-use, signature 1-screen design. With interactive arrivals reporting, the search is over and check-in is a click away. Make a first impression that is sure to impress with the power of INNfinity V2. Discover the INNfinite possibilities INNfinity V2 offers your hospitality business.

