# US Hotel Chain's Successful Switch to N2Pricing RMS: 5 Month Implementation & On-Time Delivery

*This customer success story is about a leading select service hotel chain in the US. Their name has been redacted, per their request, to protect the market advantage they enjoy by using N2Pricing RMS.*

## Who

US chain of 700+ select service hotels; mix of owned and franchised properties

## RFP Selection

N2Pricing selected to replace existing RMS after broad vendor selection process

## Key Challenge

5 months allotted for PMS integration and implementation before rollout begins

## The Challenge

A well-known hotel chain comprised of select service hotels in the US was on the hunt for a new RMS. Their new vendor would need to execute a two-way integration with their existing PMS, complete implementation work, and be ready for all 700+ properties to launch after just 5 months. After rigorous evaluation and a broad RFP process, the chain selected N2Pricing.

## The Result

Thanks to close collaboration between the customer and the N2Pricing team – including weekly status calls, model output reviews, training, user feedback, and effective change management – the implementation was completed on time.

**A focus on Speed to Value enabled a successful PMS integration and an on-time delivery. All 700+ properties were ready for launch at the 5-month mark.**

https://www.revenueanalytics.com/hospitality/n2pricing

# The Implementation Timeline

| | Month 1 | Month 2 | Month 3 | Month 4 | Month 5 | Month 6 |
|---|---|---|---|---|---|---|
| **Data Integration** | Historical reservation | | | N2Pricing data made available for BI | | |
| | PMS inbound/outbound data share | | | | | |
| **N2Pricing Configuration & Calibration** | | Shop data feeds | Implementation worksheets | Run analytics modules | | |
| | | Property Configuration | Model calibration | | | |
| **Testing & Acceptance** | QA Integration Testing | PMS Cert | QA, integration, & functional testing | | | |
| | Data validation | | | Train the trainer | Alpha Test | |
| **Rollout** | | | | | | Ready for Rollout ★ |

| N2 Team | N2 & Customer | N2 & PMS |
|---|---|---|

# Customer Feedback Post-Implementation
*Reflecting on the switch to N2Pricing*

### Delivering Efficiency

"RA will absolutely give [Revenue Managers] time back in their day."

### A Partner, Not Just a Vendor

"Partnership and responsiveness of RA has been excellent."

### Highly Responsive

"Pleasantly surprised how quickly the system reacted with increased rates last weekend which worked well."

**N2Pricing™**
powered by *revenue analytics*

**Talk to an Expert**

To learn more about how we serve above-property revenue management teams and our commitment to seamless implementations tailored to your unique organization, set up a 1:1 with an N2Pricing expert.

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