

# 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

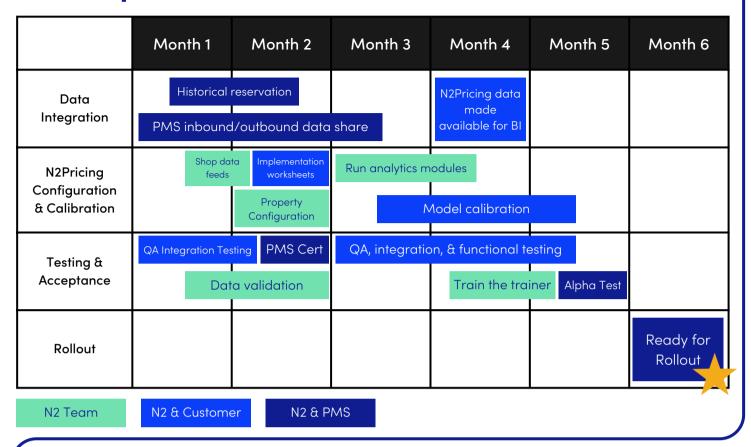
A well-known hotel chain comprised of select service hotels in the US was on the hunt for a new RMS. Their new vendor would need to execute a two-way integration with their existing PMS, complete implementation work, and be ready for all 700+ properties to launch after just 5 months. After rigorous evaluation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

# The Implementation Timeline



# **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."



# 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.