

MERCURE BUCHAREST CITY CENTER

## Mercure implements Infor SunSystems to integrate with existing hospitality software for unified reporting



*“The LLP Team used their knowledge regarding the hospitality business to continually advise us during the implementation process. Their experience allowed us to significantly reduce the time needed to integrate our operational system. We got a new and modern interface with XML files that enabled us to transfer data from our hospitality software to SunSystems with the possibility to check and adjust data according to statutory requests.”*

**Delia Tomescu**  
FINANCIAL MANAGER  
MERCURE BUCHAREST CITY CENTER

### Overview

Mercure is a brand of hotels run by parent company AccorHotels, a French multinational corporation, with almost 800 hotels in 63 countries. Mercure Bucharest City Center needed an accounting package that would be able to easily import data from existing hospitality software systems like Opera, Fidelio and Materials Control that are widely used by the hotel group. Additionally, the financial management system needed to be capable of generating information to satisfy the requirements of the Romanian Accounting System, the Accor reporting system, and the level of data desired by Dentotal, the property’s owner.

Since LLP Group consultants had successfully implemented Infor SunSystems at several other hotels in the Accor portfolio, it was important to the owners that their new hotel conforms to the financial reporting structure of the parent organization.

# AT A GLANCE

## CLIENT

Mercure Bucharest City Center

## INDUSTRY

Hospitality

## PRODUCTS

Infor SunSystems

Infor Query & Analysis

Bank Payment System

## RELATIONSHIP

5+ years

## Challenge

Hotel branding has become a key differentiator in the hospitality industry. When Dentotal decided to team up with Accor to open the Mercure Bucharest City Center there were many factors to consider. As a successful supplier of dental consumables, instruments, and equipment to dental clinics and laboratories, they were already familiar with the business practice of maintaining several accounting ledgers in multiple currencies that met the requirements of the RAS (Romanian Accounting System) as well as their own reporting methods. Venturing into the hotel business meant conforming to a new set of reporting standards that met the requirements of the parent company. They needed a powerfully built system that was flexible and provided the level of detail required to satisfy multiple interests.

## Approach

Designing a solution that combined Infor SunSystems and Infor Query and Analysis provided Mercure Bucharest City Center financial accounting department a system that met all the requirements. SunSystems provides the ability to create a unified ledger, allows for multi-currency tracking, and multi-dimensional analysis capabilities, while Infor Q&A provides powerful reporting capabilities in an intuitive desktop application. The system easily integrates with Microsoft Excel® to populate the ledger with data from various sources including:

- Manual Entry
- Imports from Opera and MC
- Bank Statements using Bank Payment System

## Solution

SunSystems is an easy-to-use and innovative fiscal management system, powerful enough to meet the complex accounting needs of today yet flexible enough to meet the evolving challenges of tomorrow. It transforms financial information into profitable action, all from a single solution that's used by thousands of customers around the world. Combined with the business intelligence capabilities of Infor Q&A, our consultants provided Mercure Bucharest City Center a powerful business intelligence tool that includes compliance and regulatory factors.

"The software is very easy to understand, and we were able to jump directly into operations without a parallel run period," said Delia Tomescu, Financial Manager, Mercure Bucharest City Center. "It is an extremely efficient tool for management reporting and its BI capabilities are perfect for us. We can now build import templates by ourselves based on the training and knowledge transferred to us during the implementation."

## Results

Our experience at other properties in the AccorHotels group provided LLP Group consultants insight into their business model and allowed us to develop custom reports and share best practices that better serve the new property's business needs. Partnering with LLP Group provides Mercure Bucharest City Center team access to some of the most knowledgeable Infor SunSystems consultants in the world.

With Infor SunSystems the accounting team at Mercure Bucharest City Center has the back-office tools needed to monitor revenue and expenses so the front of the house staff can provide the level of service their guests expect to make each stay unique.

## ABOUT LLP GROUP

LLP Group is a company founded in 1992 in the Czech Republic with local offices in Western, Central, and Eastern Europe, the United States and Mexico. LLP is an Infor Gold Channel Partner providing software consulting, custom development, ERP implementations, business consulting, and software services to clients around the world in more than 90 countries on 5 continents.



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