



Scaling with Confidence: The Strategic Value of ERP Software for Hospitality Businesses

How Financial Management Solutions Built for Hospitality Empower Growth, Guest Experience, and Profitability



Sage Partner

Hospitality businesses operate in a fast paced, multi location environment where guest experience, revenue management, and profitability are critical. As hotels, restaurants, venues, and service providers manage multiple properties, diverse revenue streams, and seasonal fluctuations, the complexity of tracking finances, operations, payroll, and bookings grows. This ebook explores why implementing an Enterprise Resource Planning (ERP) solution is a strategic investment for hospitality groups and why selecting an ERP solution built for multi entity accounting, revenue management, and operational oversight is essential for success.

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Why Hospitality Companies Need an ERP Solution

Hospitality businesses operate in a fast paced, customer focused environment where revenue, operational efficiency, and service quality are critical. Whether managing multiple locations, diverse revenue streams, or seasonal fluctuations, the complexity of tracking finances, staff, and operations grows. ERP software delivers:

- Unified financial and operational visibility
- Real time profitability by property, outlet, or service line
- Multi entity and multi location consolidation
- Streamlined payroll and staff scheduling
- Integrated inventory and procurement

Benefits of ERP Software for Hospitality Companies

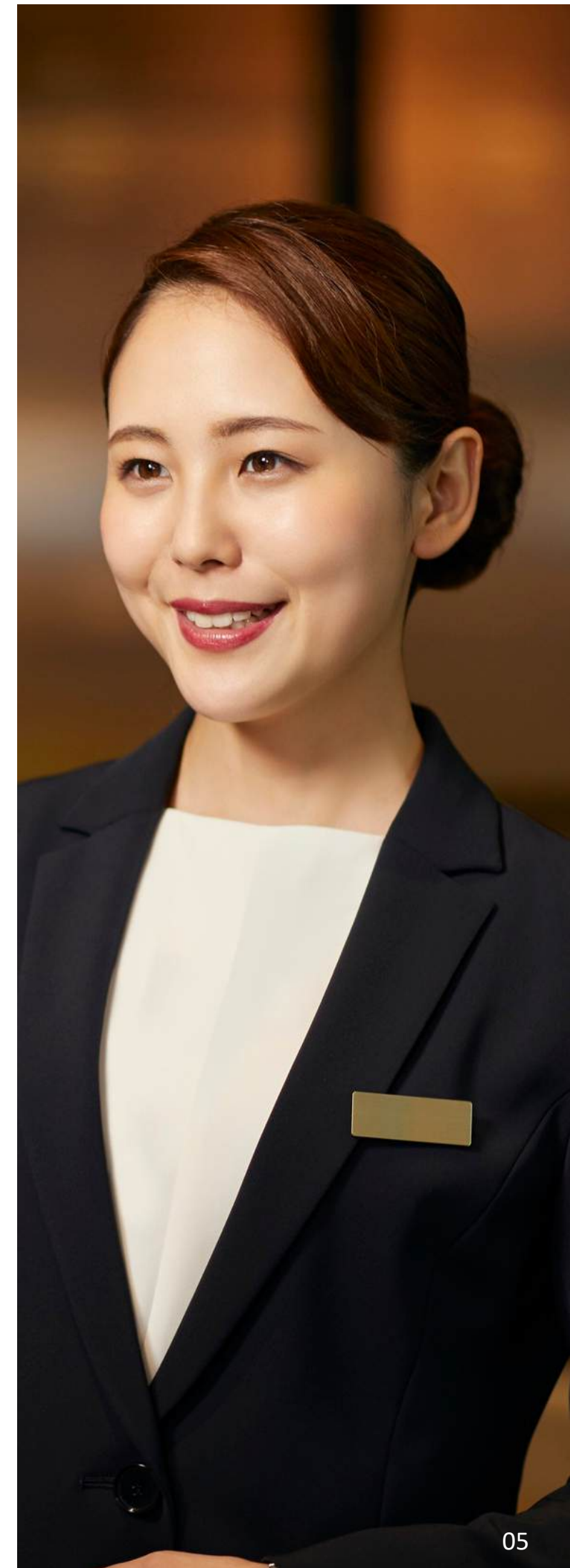
- **Revenue Management:** Track revenue by location, property, or outlet to optimise pricing, occupancy, and seasonal strategies
- **Operational Efficiency:** Automate purchasing, payroll, and inventory processes across multiple sites, reducing errors and saving time
- **Profitability Insights:** Analyse financial performance by property, department, or outlet to make data driven decisions and improve margins
- **Scalability:** Easily expand to new locations or concepts without adding operational complexity
- **Guest Experience:** Free up staff from administrative tasks, enabling them to focus on delivering exceptional service and experiences

The Nature of Hospitality Models

Hospitality businesses rely heavily on volume and repeat business to drive profitability. Many manage multiple locations, each with its own operational challenges, seasonal fluctuations, and staffing requirements. Revenue often comes from diverse streams—including room bookings, food and beverage sales, events, and ancillary services—making financial visibility and operational oversight complex. Consolidated insights across locations and departments are critical for effective forecasting, margin management, and customer experience optimisation. By centralising financial and operational data, hospitality operators can make informed decisions, respond quickly to changing demand, and maintain consistent service quality across all venues.

Key Challenges

- Fragmented systems across locations
- Seasonal and demand driven revenue fluctuations
- Complex payroll and workforce management
- Inventory waste and cost control
- Customer experience measurement
- Multi entity financial consolidation





Unlocking Growth: ERP Software for Modern Hospitality Businesses

Enhance operational efficiency and financial control with an ERP solution tailored for multi location hospitality operations, diverse revenue streams, and guest focused service models.

Common Cloud Features for Hospitality Companies

Multi entity, multi location consolidation

Integrated payroll and rostering

Real time dashboards (RevPAR, ADR, occupancy, margins)

Role based dashboards for GMs, CFOs, and owners

Inventory & procurement automation

Guest Experience Management

Mobile access

Revenue management automation

Choosing the Right ERP Software for Hospitality Companies

When evaluating ERP software options, hospitality companies should look for:

- Cloud native with scalability
- Hospitality specific KPIs and dashboards
- Integration with POS, PMS, and booking systems
- Workforce and scheduling support
- Analytics for guest trends and profitability

Real World Case Study

Company: Laird Management

Industry: Hospitality & Food & Beverage

Challenge:

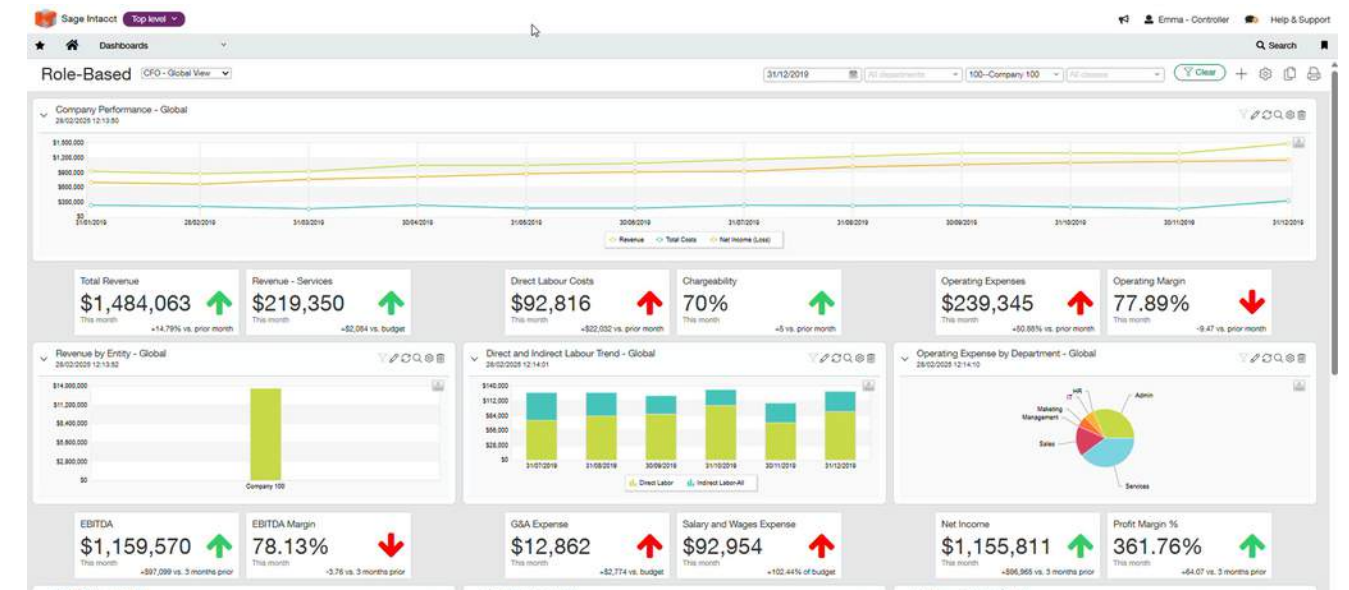
Managing multi entity restaurant operations and financial reporting across 32 locations using QuickBooks and Excel. The company struggled with long month end closes, manual reporting, and limited scalability for adding new restaurants or expanding into new areas.

Solution:

Implemented Sage Intacct Cloud ERP to centralise multi entity accounting, streamline reporting, automate multi location consolidation, and provide real time visibility into financial performance.

Results:

- Monthly close time reduced from 20 days to 10
- Reporting time cut from 10 hours to 2
- Report types expanded from 2 to 5, including detailed multi location insights
- Single chart of accounts and multi entity consolidations eliminated manual data exports
- Scalability to add new restaurants and expand into new franchises efficiently
- Finance team reduced from 4 to 3.5 FTE while supporting growth
- Time saved allowed finance staff to focus on strategic planning, cost savings, and operational improvements
- Improved confidence in data accuracy and ability to generate location specific reports quickly



Implementation Considerations

To ensure a successful ERP software implementation in hospitality, it's important to engage property and operations teams early in the process. Mapping workflows for POS/PMS integrations, event and contract revenue, inventory, and procurement helps avoid gaps and confusion. Equal focus should be placed on change management, particularly training staff across locations on dashboards, automation, and reporting. Defining key performance indicators—such as RevPAR, occupancy, F&B margins, and cash flow—creates measurable outcomes that guide adoption. Finally, partnering with ERP solution experts who have deep hospitality industry experience can provide valuable insight and reduce risk throughout the implementation journey.

A photograph of four chefs in a professional kitchen. They are wearing white chef coats and tall white hats. One chef is holding a copper pot and stirring it with a wooden spoon. Another chef is holding a small bowl of green herbs. They are all looking at each other and appear to be in the middle of a conversation or a collaborative cooking process. The kitchen has stainless steel countertops, a large range hood, and various kitchen tools and ingredients visible in the background.

“ Sage Intacct has helped streamline our business by allowing us to create twice as many reports in less than half the time we needed in the past. ”

Pam Bakker, Controller, Laird Management

Sage Intacct for Hospitality Companies

Sage Intacct is a cloud native ERP solution with specific functionality built for multi location hospitality operations, diverse revenue streams, and guest focused service models. It is designed to meet the complex requirements of hotels, resorts, restaurants, and event venues managing multiple properties, seasonal peaks, and diverse income streams.

In fact, any hospitality business that needs greater visibility across locations, streamlined operations, and accurate profitability tracking should consider Sage Intacct to transform their financial and operational performance. Sage Intacct is a great fit across:

- | | |
|---|---|
| Hotel and resort chains | Hospitality conglomerates with multiple brands |
| Multi location restaurant and café groups | Catering and F&B service providers |
| Large scale event venues and conference centers | Property and vacation rental management companies |
| Casinos and gaming resorts | Franchise networks |

Sage Intacct provides out of the box functionality for hospitality:

- Property and outlet level accounting
- Event and contract revenue management
- Vendor and supplier billing
- Revenue recognition by booking, event, or season
- Payroll and staff rostering integrations
- Multi entity and multi location reporting
- Advanced analytics for hospitality KPIs:
 - Profitability by property or outlet
 - Occupancy and RevPAR tracking
 - F&B and event margin analysis
 - Cash flow and forecast visibility



**Focused on your success.
Backed by world class software**

Conclusion

For hospitality businesses, ERP software enables growth while improving guest experience. Sage Intacct simplifies financial operations, empowers data driven decisions, and helps operators deliver consistent profitability.



Unlock Scalable Growth with Sage Intacct and Leverage Technologies

Implement a robust ERP solution like Sage Intacct with Leverage Technologies. Our team has the expertise to make your transition smooth and tailored to the unique needs of hospitality groups. We've successfully helped hotels, restaurants, and multi location venues streamline operations, improve financial visibility, and enhance profitability across properties.



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