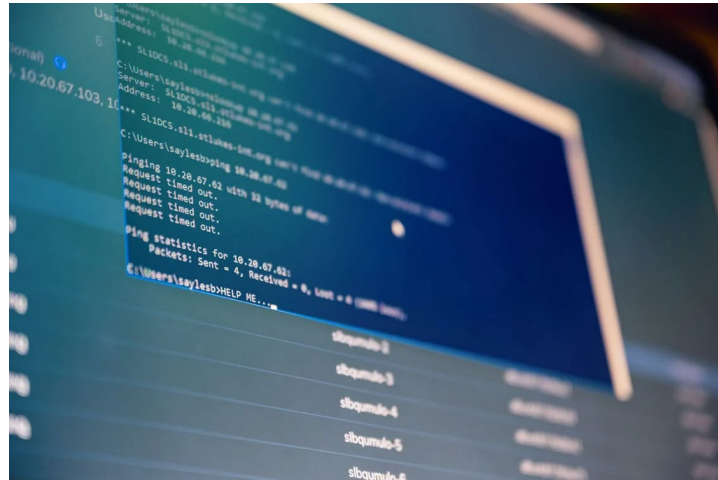# Cloud-based Property Management System: A Case of Hotel Rang Mahal

Source: Pexels (2025)

Background

Property Management System (PMS) is a software that automates and integrates diverse operation and management interfaces into one centralized platform (GaiaPM, n.d.). It helps hoteliers gain access to guest portfolios, real-time information, and property controls through a simple dashboard.

Located in the fortified city of Jaisalmer, India, Rang Mahal is a palace hotel filled with historical aura and impeccable hospitality (Hotel Rang Mahal, n.d.). Due to the frequent travels of the owners and the need for increased flexibility, the hotel adopted mycloud PMS, an all-in-one cloud-based PMS solution developed by mycloud Hospitality (Hotel Technology News, 2024). It is a web-based system operating fully over cloud servers and can be used on any browser, either on Windows or Mac (Mycloud Hospitality, n.d.). Using their registered IP address, owners and employees of the hotel can log into the cloud server and remotely oversee and administer hotel operations from any part of the world (Hotel Technology News, 2024).

With an intuitive and simplified design, the system helps front desk staff manage bookings and complete check-in and check-out with ease. It also allows management to view the hotel's daily, weekly, and monthly room statistics with just a few clicks (Mycloud Hospitality, n.d.). Moreover, through integration with the hotel's point-of-sale (POS) system, front office staff can amend and cancel charges or look up a guest's total balance using the quick search function (Mycloud Hospitality, n.d.). This effectively streamlines the process of cashiering and checking out guests.

Furthermore, the PMS can inform housekeeping staff of the status of rooms and provide an hourly summary of expected departures and arrivals (Mycloud Hospitality, n.d.). In addition, the PMS has also been integrated with the hotel's telephone system, room door locks, and Wi-Fi network to further enhance operational efficiency (Hotel Technology News, 2024). Such integrations reduce the complexity of operations by using a centralized network for multiple communication needs.

On the other hand, mycloud PMS offers a streamlined documentation solution for back-office staff by organizing data into comprehensive reports, complete with a search function for easy

access (Mycloud Hospitality, n.d.). Notably, mycloud supports offline reporting, automatically backing up reports every three hours and allowing users to export in various formats including PDF, XLS, and CSV (Mycloud Hospitality, n.d.). Such features allow hotel management to make data-driven decisions accordingly.

Challenges

Although the automated and streamlined operation powered by a cloud-based PMS reduces the number of staff required at the hotel, the cloud-based nature of the system is vulnerable to cyber-attacks. Employees cannot always guarantee they are logging into the cloud server through a secure network, especially when they are travelling. Data breaches can also occur if employees have their mobile devices stolen or hacked. Moreover, a centralized communication system is also prone to connection failures and power shortages. The hotel must strengthen the security of its cloud system and acquire a backup mode of communication.

Discussion Questions

1. What are the advantages of integrating the PMS with the hotel's POS system, telephone system, room door locks, and Wi-Fi network?

2. What are the potential risks associated with using a cloud-based PMS, and how can these be mitigated?

3. How might advancements in technology further enhance the capabilities of cloud-based PMS solutions in the hospitality industry?

4. What future trends might influence the adoption of cloud-based PMS in the hospitality sector?

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