



PRO-INVEST HOTELS ELEVATE GUEST EXPERIENCE WITH SHIJI INFRASYS POS SYSTEM INTEGRATION

AUSTRALIA, Sydney, 20 March 2024: [Pro-invest Group](#), a private equity real estate asset manager and investment firm announce its partnership with Shiji, a global hospitality technology provider, set to enhance guest experience across their hotels.

As part of its ongoing digital transformation journey, Pro-invest Group has selected [Shiji's Infrasy Point of Sale \(POS\)](#) system to replace outdated legacy systems across its full-service hotel brands. By using Shiji's innovative technology, Pro-invest aims to streamline its food and beverage operations, ensuring a seamless and memorable experience for guests.

The decision to implement Shiji's Infrasy POS was driven by its impressive global track record and comprehensive capabilities, which align seamlessly with Pro-invest's vision for scalability and automation. This includes the system's integration with third-party providers and advanced features such as ordering food via QR codes, managing reservations, and receiving tailored service through the hotel's CRM system. All these features will enable Pro-invest to deliver more personalised services for guests and greater operational efficiency across teams.

"The ability of Shiji's Infrasy POS to help us scale and automate our entire food and beverage operations was a key factor in our decision-making process," said **Howard Phung, Director of Digital, Data, and Technology at Pro-invest Group**.

"The complex integrations, QR ordering, world-class CRM, table management and in-room tablet solutions, that Shiji offers provides a no-fuss, reliable platform that meets our needs and will allow us exceed the expectations of our guests. The integration of this Infrasy POS represents a significant step forward in our digital transformation journey."

The implementation of Shiji's Infrasy POS is part of a broader programme of work by Pro-invest Group as it delivers on its commitment to innovation and excellence in hospitality. By investing in state-of-the-art technology, Pro-invest aims to set new standards for guest satisfaction and operational efficiency.

Moreover, Shiji's integration into third party table management and in-room tablet solutions presents a hi-tech approach to dining and guest services, offering convenience and efficiency at every touchpoint. Guests can order food, request services, and manage their stay through intuitive interfaces, significantly enhancing their overall experience at a hotel's restaurants and bars. The in-room tablet solutions provide a high level of personalisation and convenience, allowing guests to control their stay with the touch of a button.

"We are thrilled to partner with Pro-invest Group and support their mission to provide safe, seamless, and personalized guest experiences. We look forward to working closely with Pro-invest Group leveraging our technology to drive innovation and growth in the Australia & New Zealand hospitality industry". said **Nikkie-Randhwa Singh, Senior Vice President, Shiji APAC & Middle East**



The system will be implemented across all full-service hotels F&B outlets across in the Pro-invest & Vista Hospitality Group portfolios in Australia and New Zealand early 2025.

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Notes to Editors:

About Pro-invest Group:

Established in 2010, Pro-invest Group invests in hotels and commercial property assets on behalf of global institutional investors across Europe, Middle East and the APAC region.

Pro-invest Group manages c. AUD\$3 billion in assets under management through a combination of discretionary funds, joint ventures, and managed accounts. Pro-invest Group's integrated platform spans the asset lifecycle, from arranging funding through to developing, operating and asset managing individual assets as well as portfolios. Pro-invest Group assets include 32 hotels (approx. 6,000 rooms – open and pipeline) in Australia and New Zealand, in addition to commercial and mixed-use properties.

Having established itself as a management platform in Australasia, the Pro-invest Group London office was established to focus on growth in the UK and Europe. Simultaneously Pro-invest Group are raising a third value-add fund of A\$500 million for opportunistic investment in Asia-Pacific.

Further information found here www.proinvestgroup.com

About Shiji:

Shiji is a multi-national technology company that provides software solutions and services for enterprise companies in the hospitality, food service, retail, and entertainment industries, ranging from hospitality technology platforms, [hotel property management solutions](#), [food and beverage and retail systems](#), payment gateways, data management, [online distribution](#) and more.

Founded in 1998 as a network solutions provider for hotels, Shiji today comprises over 5,000 employees in 80+ subsidiaries and brands in over 31 countries, serving more than 91,000 hotels, 200,000 restaurants, and 600,000 retail outlets.

For more information visit shijigroup.com