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MYCLOUD HOSPITALITY

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CLOUD-BASED HOTEL  
SOFTWARE PROVIDERS - 2025

*Through this Award, we acknowledge and applaud the company's myriad solutions, and its ingenuity to leverage the best practices in presenting unique methodologies to address complex business demands.*

*Mandvi Singh*

MANDVI SINGH  
Managing Editor

# MYCLOUD HOSPITALITY:

Crafting the Future of Hospitality with Cloud Technology



Deepak Chauhan  
 Vice President

allowed hoteliers to run their properties anywhere, decrease reliance on internal IT staff, and invest in guest experiences instead of equipment. Today, the firm proudly serves hotels across more than 40 nations, exuding innovation, operational autonomy, and economy.

## Unique Features & Values

Mycloud PMS stands out as a fully cloud-native ecosystem. It differs from conventional or on-premise systems in that it integrates all operational processes into one platform front office, housekeeping, F&B, POS, inventory, HR, and accounts. More than 200 integrations and an open API enable hotels to integrate with third-party applications for revenue management, guest experience, and payments. Even a fundamental PMS can be configured within a mere four hours, and hoteliers can enjoy instant benefits from this. It is not just software, it is an operational framework that scales with objective.

The system has modular architecture, and hotels can implement only the functions they require, thus providing cost-effectiveness without compromising on functionality. Multi-lingual interfaces, agile workflow management, and powerful reporting tools maximize productivity and decision-making. Automation renders redundancy obsolete, combines departmental workflows, and offers actionable insights. Ranging from small boutique hotels to large resorts, all properties gain from streamlined operations, improved guest interactions, and operational clarity.

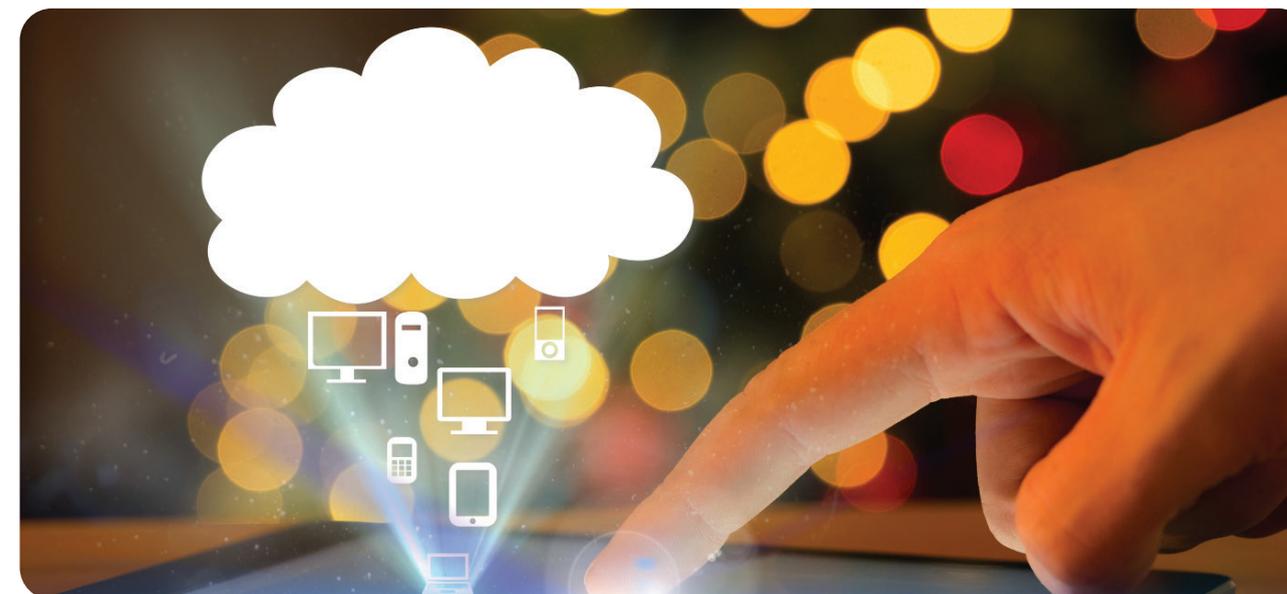
## Problems & Solutions

Initial adoption issues were trust, connectivity, and worldwide compliance. Hoteliers were skeptical of cloud security initially, Mycloud came back with a security-first framework, ISO 27001, SOC 2 audits, GDPR compliance, and VAPT testing. Connectivity issues were met with optimized processes that guaranteed responsiveness on low bandwidth. Being present in multiple regions meant anticipating local regulations and operational standards. Scalability, integration, and localized support were part of the platform to address global hotel demands seamlessly.

Mycloud Hospitality's team combines hospitality know-how with technical know-how to create features that demonstrate real-world usefulness. Feedback informs fortnightly updates and upgrades, making the system responsive and current. Support is 24/7 chat, email, and hotline, supplemented by personalized account managers and rigorous SLAs. This balance of experience-led design

Hospitality is no longer just an industry, it is a living canvas of stories, emotions, and connections. Today's guests expect seamless, personalized experiences, while hotels juggle complex operations behind the scenes. Traditional server-based systems, though reliable, are often costly, rigid, and slow to adapt. Cloud technology, with its scalability, real-time access, and robust security, has become the pulse of modern hospitality. At this node of innovation and human-centered service, Mycloud Hospitality has crafted a cloud-first platform that empowers hoteliers, simplifies operations, and elevates guest experiences where technology effortlessly blends into the art of hospitality.

Mycloud Hospitality was conceived on a mission to make cutting-edge hotel technology available, flexible, and economical. Entrepreneurs realized that although server-based solutions were capable, they were not scalable, fast, and universally accessible. Witnessing the evolution of cloud infrastructure, they envisioned a solution that would free hotels from these limitations. The objective was set, create an entirely cloud-native hospitality platform available to properties of every size from intimate hideaways to vast international chains. By making a move to the cloud, Mycloud Hospitality



and high-touch support guarantees hotels of all sizes simple, efficient, and trustworthy operations.

## Automation, AI, and Data Security

Automation is integral to Mycloud PMS, streamlining repetitive tasks and ensuring seamless real-time data flow. AI features, including NLP-powered chatbots, manage guest queries, while smart alerts monitor operational anomalies. Workflow management, audit trails, and integration with analytics tools like Microsoft Power BI enable data-driven decisions. Security is multi-layered, with two-factor authentication, PCI-DSS compliance, ISO/IEC 27001 certification, and hosting across multiple AWS data centers for resilience, high availability, and uninterrupted operations.

Managing eight properties once felt overwhelming for Reservation Manager Trish L. Keeping bookings, emails, and availability in sync was a constant struggle. With Mycloud Hospitality, that changed. The support team proved quick and reliable, while the system's simplicity and real-time syncing saved her hours. Instant booking confirmations keep availability accurate, and managing multiple properties is now effortless. For Trish, it's an 'A++ solution' that works for hotels of any size. Real-time operational insights allowed targeted offers and pricing adjustments, directly boosting revenue. Across India, managers praise faster workflows, enhanced direct bookings, streamlined OTA management, and operational clarity, proving the platform's value across property types and sizes. Mycloud Hospitality has earned over 20 awards, including Hotel Tech Report's Certificate of Excellence for three consecutive years and runner-up in the 2018 Express IT Cloud Solutions Award. Accolades

such as Best Usability Award, Customer Choice Award, and recognition from multiple media and IT bodies affirm both technological excellence and client satisfaction. Yet, the strongest validation remains its long-term clients and consistently high retention rates.



**With Mycloud Hospitality, hotels don't just manage operations, they craft unforgettable experiences**

## Future Vision

In the future, the strategy of Mycloud Hospitality is supported by three pillars innovation, partnership, and strategic expansion. Technology innovation is focused on the formation of new trends, system optimization, security enhancement, and seamless integrations. Market expansion emphasizes local teams and trusted regional partners to provide culturally relevant, real-time support. Anticipating client requirements and industry trends, Mycloud PMS keeps hotels future-proofed, able to deliver outstanding guest experiences while being efficient and smart. 