

ORACLE SIMPHONY® [POS] ROLLOUT IN 14+ COUNTRIES

The client is one of Spain's largest domestic operators of holiday resorts and the 17th biggest hotel chain worldwide. The hotel chain operates 374 hotels in 40 countries on 4 continents.





Business Challenge

The client wanted to roll out Oracle Symphony® (POS) hardware installation and configuration in a cost-efficient and timely manner without compromising on business standards. Back-to-back scheduling and coordination with multiple stakeholders were key to the success of the project. Hence customer wanted a partner who can provide a dedicated team of Hospitality professionals with Oracle Symphonyt experts to carry out the onsite installations.



Solution

Leveraging its two decades of deep domain experience in the hospitality, ITC Infotech formed the techno-functional project team with members who had a deep understanding of the Hospitality industry and Symphony® POS.

Prepared a detailed project plan & schedule as per the principles of agile project management and continuous improvement framework

Designed the tasks by considering the customer's business standards and to achieve the business objectives in a most cost-efficient way



Business Benefits

Seamless implementation of Symphony® hardware installation and configuration

20+

Global locations across Spain, UK, Germany, Mexico, Bahamas, Zanzibar, UAE, and China

The solution was delivered On-time without any P1/P2 issues

About ITC Infotech's Hospitality Practice

ITC Infotech is a wholly owned subsidiary of ITC Ltd. ITC Ltd is a 100-plus-year-old Indian leading private sector company and a diversified conglomerate with businesses spanning Hotels, Consumer Goods, Paperboards & Packaging, Agri Business, and Information Technology. ITC Ltd. has been in the hospitality business for over 4 decades. It has over 100 properties across 70+ destinations. The hospitality practice at ITC Infotech is 800+ people strong and most have experience in the hospitality domain leading to a high-quality IT service experience for our hospitality customers.



For more information visit us at <https://www.itcinfotech.com/industries/hospitality/>

