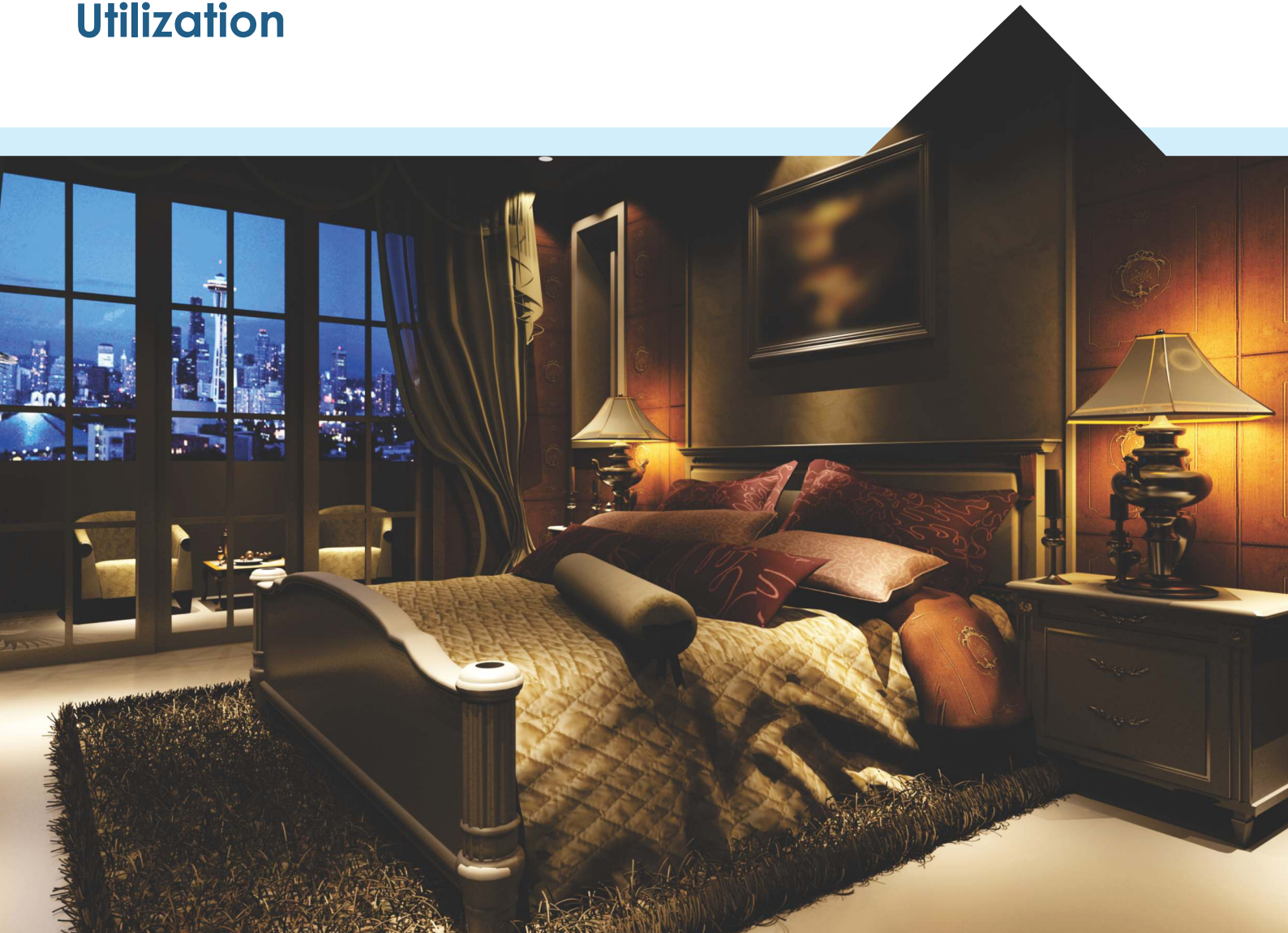


# Operational Data Configuration & Proactive Audits for Micros Opera Leads to Improved SLAs & Better Resource Utilization



## SITUATION

The customer's Central Technology team was maintaining a centralized entry of certain critical Operation Data in Micros Opera. This had considerably increased the workload of the small Central team.

## IMPACT

There was grave violation of processes as properties had not carried out timely planning. This created issues for data movement between the Property Management System (PMS) and the Central Reservation System (CRS).

## RESOLUTION

ITC Infotech helped implement a new process where the customer's various properties could raise tickets in the Ticketing System. These issues were then resolved by the remote ITC Infotech team resulting in improved SLAs. The team also conducted proactive audits as a pre-emptive measure.

## The Customer

The customer is a global hotel management company with over 120 hotels in 42 countries and a distinctive portfolio of luxury and upscale hotels headquartered in Canada.



## The Need

The client was expanding into new markets and increasing its presence around the world. Maintaining standards and control over the Micros Opera Configuration across all its properties was a challenge. Rapid increase in the load of daily activities with the Corporate IT team located in Toronto resulted in reduced team focus on other value-added activities and projects. There was also a problem of delayed services to customers as the corporate team had to juggle between the Business as Usual (BAU) activities and specialized projects. Because of delays in meeting SLAs, several properties of the company had started carrying out unauthorized updates to meet their timelines resulting in data flow issues. The analyst at the Central Technology Team had to spend considerable time figuring out the root cause of the data flow issues between the PMS & CRS. Also, requests to the Central Technology Team were through emails, hence auditing the change requests was also difficult.

## The Solution

The customer partnered with ITC Infotech to meet its immediate business requirements and address pertinent challenges. We studied the customer's business in depth and after understanding their primary objectives and challenges, implemented the following:

- Ticketing System for handling daily tasks and for back tracking purposes
- Data Configuration activities to be carried out by the ITC Infotech offshore team members
- Periodic proactive auditing to catch unauthorized updates early and allow the Central Technology Team to advise and train the property teams

## Business Benefits

- Better focus on Special Projects owing to reduced time spent on monitoring daily tasks
- Increased internal customer satisfaction and reduced unauthorized entries owing to speedy, periodic updates
- Ease of operations by tracking all tasks and addressing questions / concerns efficiently
- Effective utilization of technology by delegating additional tasks through web based training and process flow documentation
- Proper documentation of tasks and training of additional offshore resources to be deployed on the production system in the shortest time possible
- Increased efficiency in the Corporate IT Team, better auditing of the tasks received, and better utilization of the Central Technology Team resources for specialized projects

### ITC Infotech's IT Solutions Practice for Hospitality Industry

ITC Infotech's Hospitality Practice delivers business aligned, software solutions and services to the hospitality industry. Our domain landscape encompasses hotels, casinos, clubs and recreational facilities, cruise liners, restaurants, event management companies, holiday planning portals and car rental companies. We also offer our services to independent software vendors who are specialists in the area of hospitality.

Our practice draws strength gained from 30 years of experience in the hospitality business belonging to our illustrious parent group ITC Ltd., our Hospitality Management Training Institute, and from an in-house pool of senior and middle management level hands-on business experts and consultants in hospitality who bring a practitioners understanding of the industry processes, challenges and needs.

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