

Opera PMS Upgrade Services

A leading American Hospitality chain with more than 8000 properties spanning 139 countries and territories.

CHALLENGE

- 1300+ Properties across the world to be upgraded on new version of Property Management Software (PMS)
- Unstable version of Property Management Software
- Business need to reduce Property Patching downtime

SOLUTION

- ITC Infotech performed upgrade activities across the globe in Coordination with Corporate IT, Continent IT, Property IT stakeholders
- Upgrades are being performed under 3 categories as below
 - On-premise to On-premise
 - On-premise to APO (Above Property Opera)
 - APO to APO or Cloud to Cloud
- A dedicated project manager assigned for each region to manage End to End upgrades
- Predefined and agreed with RACI to clearly set the expectations on the responsibilities for ITC Infotech, client, and product vendor
- Coordination with Oracle stakeholders for Issue resolution and Infrastructure Readiness
- Leveraged ITC Infotech Hospitality Domain & Technical Expertise

RESULTS

- **1060 Out of 1300+ Properties** Upgraded to Oracle Opera PMS version 5.6 and ongoing
- **15% Reduction** in Property Downtime Hours
- Better Customer Experience
- **Improved Employee Productivity** of the International Hotels & Resorts Brand
- Ticket per property reduced from 12 to 5+(current). **100% of tickets resolved within SLA**

The customer was looking for Opera PMS upgrades services from v5.04.x to V5.6.x for 1300+ global properties. The version upgrade was needed as the older version had several issues and missing features which were covered as part of 5.6 Opera.

15% Reduction
Property Downtime
Hours

1000+
Properties
Migrated

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