

# Project Management Automation Helped Stop Business Cost Impact & Accelerated Efficient PMS Upgrade for Hospitality Leaders



## SITUATION

The client wanted to ensure that its end customers would not face any cost impact during its worldwide multi-site Property Management System (PMS) software deployment cycle

## IMPACT

The client realized that PMS deployment cycle had business cost impact to end customers. High dependency on 24/7 human driven program management of upgrade cycle added challenges of maneuvering large volume of unstructured data-points like Task competition status, shift-transitions, shift-rotation, unplanned leave gap fulfillment, single dashboard and reports for decision making, etc.

## RESOLUTION

ITC Infotech conceptualized and build "OperaElit" MVP in short time based on iterative feedback from client stakeholders, end customers and select members from core TASC team. The Tool ensured that client's end customers were given a seamless and intelligent PMS upgrade cycle across all the locations worldwide with reduced human dependency to program and manage the effort.

## The Customer

The client is an American multinational computer technology corporation. Hotels worldwide, from the smallest independents to the largest chains, use its hospitality products and solutions to manage their operations. The company offers all-in-one solutions for hotels with everything they need, from property-management applications and point of sale for restaurants and bars to distribution and marketing.



## The Need

The client wanted to assure Reliability and Minimal/Zero Business cost impact to its end customers during the worldwide multi-site Property Management System (PMS) software deployment cycle.

The PMS deployment across the world encompasses business sites of world's leading to small hospitality chains. The Global TASC (Technical Application Support Center) performing the site deployment and the end customer encountered multi-fold challenges, i.e., in terms of Deployment Progress Intimation & Notifications, Status, Assignment Management, Shift Cycle Management, Skills driven task allocation, unplanned leave management and data for Business and Operational Reports, etc.

## The Solution

ITC Infotech's Program Owner and TASC solution center adopted design thinking solutioning approach. A 3-member core team was formulated. ITC Infotech conceptualized and build the "OperaElit" MVP (minimal viable product) in six weeks based on iterative feedback from client stakeholders, end customers and select members from core TASC team.

ITC Infotech's OperaElit is designed to provide complete Real-Time visibility to the client on the PMS deployment cycle for the target worldwide hospitality business sites. OperaElit helped improve round-the-clock TASC teams Productivity including Operational and Business Efficiency. The conversational intelligence, alerts and notifications empowered the TASC team to trigger proactive measures and actions to ensure seamless execution cycle for the end customers. The tool resulted into differentiated PMS deployment offerings for end customers of the client.

The OperaElit tool helped release 60% of Program Management efforts as well as ensured that there was zero slippage of KT transition during shift-handovers, thereby improving the TASC team efficiency.

The use of OperaElit assisted the company by giving them access to the following:

- Real-Time Dashboard and Reports
- Online multi-location business meetings on live reports
- Live Journaling of Minutes of Meeting & Action Tracker
- Zero Manual Reporting

- Proactive Auto-reminders, Alerts on upcoming engagements and delay notifications
- Simplified Milestone-based tracking
- Smart-Prompt on TASC Resource allocation for unplanned leaves
- Conversational Intelligence & Google Voice assistance enabled solution
- Predictive Reporting & Analytics capability

## Business Benefits

Some of the benefits the client saw included the following:

- Reduced human effort by 60% and significantly improved shift transitions and efficiencies
- Provided a scalable solution that required less human intervention
- Enabled a unified view for activity and information with real-time visibility
- Provided milestone-based tracking and timesheet analysis

### ITC Infotech's Application Development & Maintenance Practice

We are specialized in building custom solutions that would cater to our customer's specific business processes, delivering futuristic and scalable solutions. We work closely with our customers and build custom solutions that provide strategic benefits with improved time to market and increased flexibility.

Our focus on the 5Ds - Domain, Design, Data, Digital& Differentiated delivery puts us in a strong position to deliver the best value for our customer on outsourcing and offshoring initiatives. We have enabled Fortune 100 companies to gain business value from the software lifecycle process. Our decades of experience have helped us build unique capabilities and assets such as domain led solutions, offshoring assessment framework, accelerators and tool kits like building blocks for application development (BRICKS ©), re-usable components and automation tools across the Software Development Lifecycle (SDLC). We are a global full scale service provider with distributed delivery model capability. Our experience in successfully setting up and managing such large delivery centers for our Fortune 500 clients for many years now helps us ensure on-going sustainable business value for all parties.

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