



# ITC Infotech's NEXT-GENERATION HOSPITALITY SERVICES

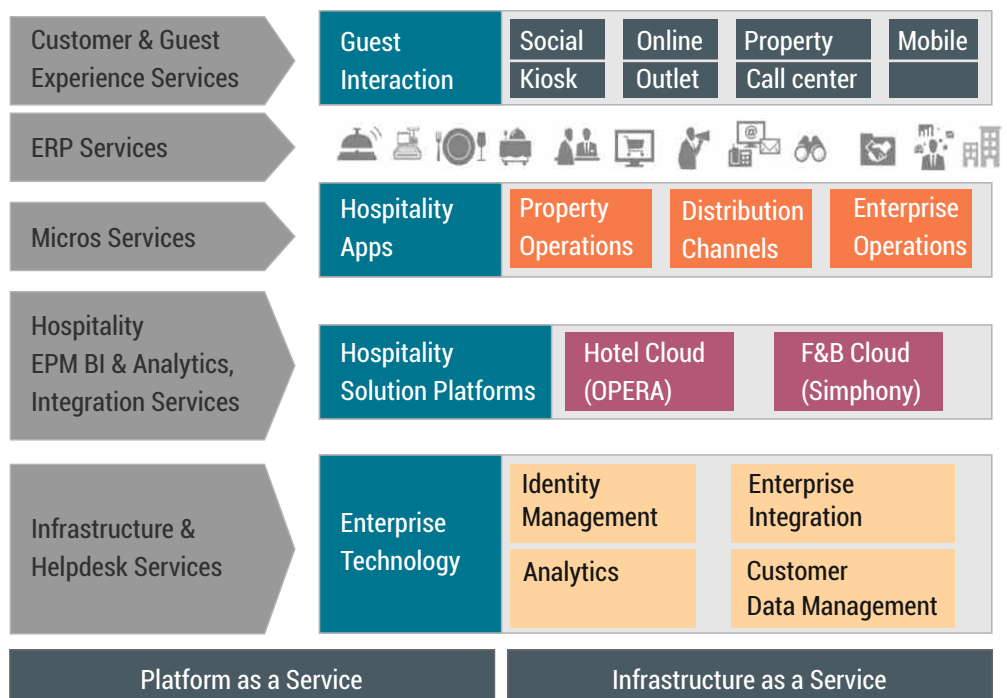
ITC Infotech is a fully-owned subsidiary of ITC Ltd, one of India's foremost private sector companies and a diversified conglomerate. Hospitality runs in our DNA.

- World-class cutting-edge solutions have already been implemented in our hotels, ensuring lower risk, proven business value, lower overall TCO
- Micros Hospitality services partner for over 13+ years and now we are Oracle-Micros services partner as well
- 600+ successful Opera PMS upgrades for Micros
- 1000+ successful Micros PMS & PoS implementations








## Our Capabilities

- We provide Customer & Guest Experience services, ERP Services, Micros Services, BI/Analytics Services and Infrastructure & Helpdesk services to Hospitality customers
- Micros services that are Customer's IT Team's responsibilities including day-to-day Micros support, supporting integrations, value-added solutions and multi-lingual Helpdesk services
- Advanced hospitality industry analytics and EPM solutions

## Our Oracle Hospitality Services



## Our MICROS Services

 <p>Development &amp; Customization</p>	<ul style="list-style-type: none"> <li>• Developing of new features and modules into PMS (Property Mgmt system) for one of the largest international hotels group.</li> <li>• Experience on Report Builder for Opera.</li> <li>• ITC has advanced Hotel &amp; Retail Industry Analytics domain expertise</li> </ul>
 <p>E-Commerce Services</p>	<ul style="list-style-type: none"> <li>• Developed web services for ITC Hotels with Micros</li> <li>• Wealth of experience in e-commerce and internet distribution within the ITC Hotels.</li> <li>• Experienced in positioning brands through social media.</li> </ul>
 <p>Hosting &amp; Database Services</p>	<ul style="list-style-type: none"> <li>• Implementation and hosting operations to support various group businesses on public, private clouds</li> <li>• Hosting &amp; database services provided to ITC Hotels for Micros OPERA and other applications.</li> </ul>
 <p>Implementation Services</p>	<ul style="list-style-type: none"> <li>• We have implemented over 2600+ OPMS remote upgrades for MICROS.</li> <li>• Implemented 1000+ on premise Micros PMS &amp; POS implementations</li> </ul>
 <p>Major Account Programming Service</p>	<ul style="list-style-type: none"> <li>• Working closely with Micros for remote upgrade services to IHG, Wyndham, &amp; Carlson.</li> <li>• We provide support, configuration, programming and database services.</li> </ul>
 <p>Professional Services</p>	<ul style="list-style-type: none"> <li>• On-site consulting backed by immense industry knowledge.</li> <li>• Developed applications integrating to Opera PMS certified by MICROS</li> <li>• Integrated and interfaced third-party systems with OPERA.</li> </ul>
 <p>Managed Services</p>	<ul style="list-style-type: none"> <li>• A vast array of IT services dedicated to the hospitality industry being provided</li> <li>• All services can be provided remotely.</li> </ul>
 <p>Application Services</p>	<ul style="list-style-type: none"> <li>• ITC Infotech provides L1 (Call center) support for Micros Opera-PMS to the North American Region.</li> <li>• Reliable and competitive operating system and network -related support and on-site service for Hotels.</li> </ul>
 <p>Hardware Services</p>	<ul style="list-style-type: none"> <li>• ITC Infotech Infrastructure Services provide both Field Services , Datacenter and Cloud Migration Services</li> </ul>

### About ITC Infotech

ITC Infotech is a specialized global technology solutions provider, led by Business and Technology Consulting.

ITC Infotech's Digital@work infuses technology with domain, data, design, and differentiated delivery to significantly enhance experience and efficiency, enabling our clients to differentiate and disrupt their business. The company is powered by a growing portfolio of specialized solutions addressing critical business challenges, including: Industry 4.0 solutions (PLM, IoT and Embedded), Customer Value Management, Loyalty, Trade Marketing & Distribution, Supply Chain Optimization, Data Engineering and Analytics, Healthcare Analytics, Digital Banking solutions and Digital Agriculture solutions. The company provides solutions to enterprises in Supply Chain based industries (CPG, Retail, Manufacturing, Hi-Tech) and Services (Banking, Financial Services and Insurance, Healthcare, Airline, Hospitality) through a combination of traditional and newer business models, as a long-term flexible, trusted and sustainable partner.

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