

## Offshoring of PMS Deployment Services Enabled 40% Reduction in Operational Cost



### SITUATION

The client wanted to focus on their core competency of PMS product innovation and development roadmap. They encountered challenges with escalating costs for maintaining a multi-location pool of domain practitioners and PMS deployment workforce beyond core product team

### IMPACT

The client's Global Technical Application Support Center was entrusted with 24/7 multi-time zone installation support, testing and migration for PMS upgrade besides maintaining an on-demand flexible cross-skilled resource pool. This created a huge implementation cost for the client.

### RESOLUTION

ITC Infotech established a dedicated ODC for all PMS upgrade, support, testing and migration activities, working in coordination with the client's TASC team. This 24/7 offshore dedicated center helped reduce implementation support costs, and the flexible shared model supported business needs in various shifts and provided easy access to a flexible resource pool

## The Customer

The client is a 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 focus on their core competency of Property Management System (PMS) product innovation and development roadmap.

The multinational corporation encountered challenges of escalating cost to maintain an additional set of global pool of domain practitioners and skilled PMS deployment workforce beyond the core product team. The client realized the need to improve PMS deployment scalability at reduced cost for their global hospitality clients.

## The Solution

ITC Infotech established a dedicated 24/7 SLA driven Offshore Development Center (ODC) to provide the client with worldwide PMS upgrade, support, testing and migration services. The ODC workforce comprised Hospitality Domain Practitioners and technically seasoned professionals on the PMS product.

The deployment service model helped establish a highly flexible and reliable service delivery at competitive cost without any compromise on service quality for end customers. Further, the ODC also provided a competitive advantage of access to a large pool of domain practitioners and technically skilled professionals, who could be leveraged to meet growing business demands.

ITC Infotech subsequently invested in conceptualization and deployment of a project management automation tool- OperaElit- to provide the client's stakeholders with live feed on site deployment status and to improve operational efficiencies.

OperaElit tool has helped release 60% of Program Management efforts. The tool also helps in zero slippage of KT transition during shift-handovers, ensuring improved TASC team efficiency. The client was able to get real-time visibility on the PMS deployment cycle for the target worldwide hospitality business sites. OperaElit helped the client improve TASC team's productivity as well as operational and business efficiency through conversational intelligence, alerts and notifications, ensuring a seamless execution cycle for the end customers. The tool has resulted into differentiated PMS deployment offerings for the client's end customers.

The OperaElit tool lets the client gain access to the following:

- Real-time dashboard and reports resulting in zero manual reporting
- Online multi-location business meetings on live reports
- Live Journaling of Minutes of Meeting & Action Tracker
- 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

The solution has brought about many advantages for the company including:

- Worldwide multi-time zone, multi-site and varied Hospitality environment PMS Deployment
- 40,000+ On-Premises and Hosted PMS/POS deployments
- 40% Operational Cost Reduction for the Product Company
- Established SLA driven 24/7 Deployment Support Services
- Assured Reliability for the Product company's end customers through timely product deployment services

### 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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