



Core Property Management System - Application Development, Enhancement & Maintenance



A leading French multinational hospitality company

Client wanted ITC Infotech to manage its custom-built Core Property Management System (PMS) and provide Application Development and Maintenance to achieve faster time to market, business agility, and cost saving.

30%

Reduction of incidents

25-30%

Cost saving

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.



www.itcinfotech.com

BACKGROUND

- Custom-built Core Property Management System (PMS), developed in-house, handling majority of business processes within hotels
- PMS deployed in 2140 properties across 25 countries (Europe, Africa, Asia, Australia)
- Customer wanted to focus on new PMS strategy to ensure readiness for next generation of PMS/CRS and plan to focus its internal resources on a new PMS

SERVICES PROVIDED

ITC Infotech has taken over the complete Application Maintenance Services for In-house PMS Ecosystems - In-house PMS Desktop, In-house PMS Mobile, Kiosk, Interfaces (FLINT), Exports:

- Application Development/Enhancement & Maintenance - Development & Unit Testing, New functional features, Regulatory and security requirement etc.
- L3 Application Support - Incident & Problem Management
- QA and UAT

RESULTS

- Released customer's core IT group's bandwidth to focus on future PMS strategy & solution roadmap
- Flawless transition, with no disruption to business
- Successful platform integration to provide contactless experience to guests during Covid
- Automation of regression test packs – 70% saving
- Management dashboard to provide visibility and trends on KPIs and SLAs
- Enhanced customer satisfaction with consistent delivery – 100% SLAs met