



Global Standardization of Hotel Application & PMS Data Configuration

A global hotel management company with a distinctive portfolio of luxury and upper upscale hotels headquartered in Canada

Customer wanted to standardize the application configuration activities and free up its resources to enable them to focus on valuable and critical business activities and improve service levels by reducing the turnaround time.

75% Effort reduction

85% Standardization

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.



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CHALLENGE

- Customer's expansion into new markets around the world created increased inventory
- Needed to maintain standards and data governance across all the properties
- Timely completion and tracking of configurational requests took higher bandwidth

SOLUTION

- Established an offshore team to carry OPERA PMS and S&C Data Configuration tasks, run batch processes and provide seamless experience for uploading forecast and budget data
- Incorporated ticketing system for logging and tracking purpose
- Periodic pro-active auditing to identify unauthorized updates early and allow Central Technology Team to take corrective actions
- Business as usual support for Opera PMS and S&C v5.x

RESULTS

- Increased efficiency in the Corporate IT Team
- Achieved up to 85% of standardization for critical data points
- Reduction of approximately 75% of time spent by customer team in OPERA Configuration related issues
- Reduced turnaround time, leading to improved customer satisfaction
- Better auditing of the tasks received
- Better utilization of the resources for specialized projects