

# **DATABASE SUPPORT SOLUTION TO HELP IMPROVE OPERATIONAL EFFICIENCY**

The client is a leading international luxury hospitality chain, headquartered in Canada, operating over 100 properties across the globe.





## Business Challenge

The client has acquired large volume of customer data through several years of operations across 100+ properties. Since each property had its own methodology for data collection and data management, they were unable to analyze the data to derive meaningful insights. They wanted a technology partner who understand the hospitality industry with proven experience in implementing global DBMS projects.



## Solution Offered

With deep domain knowledge of the hospitality industry and a strong Data practice that has successfully implemented similar projects for many global clients, ITC Infotech recommended Oracle DBM solution to the customer.

Ensured a seamless transition of the complex and large business critical system comprising of 100+ databases

Provided solid offshore support with zero negative impact on business

Set up a robust framework to improve the quality of support and enabled the team to deliver 100% on KPI parameters



## Business Benefits

The centralized DBMS enabled the client to manage large volumes of data

Enabled to analyze and monitor data seamlessly

Improvement in operational efficiency

Value added with implementation of Automaton script for tablespace, DG sync monitor and RMAN to avoid threshold limit issues

## About ITC Infotech

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

