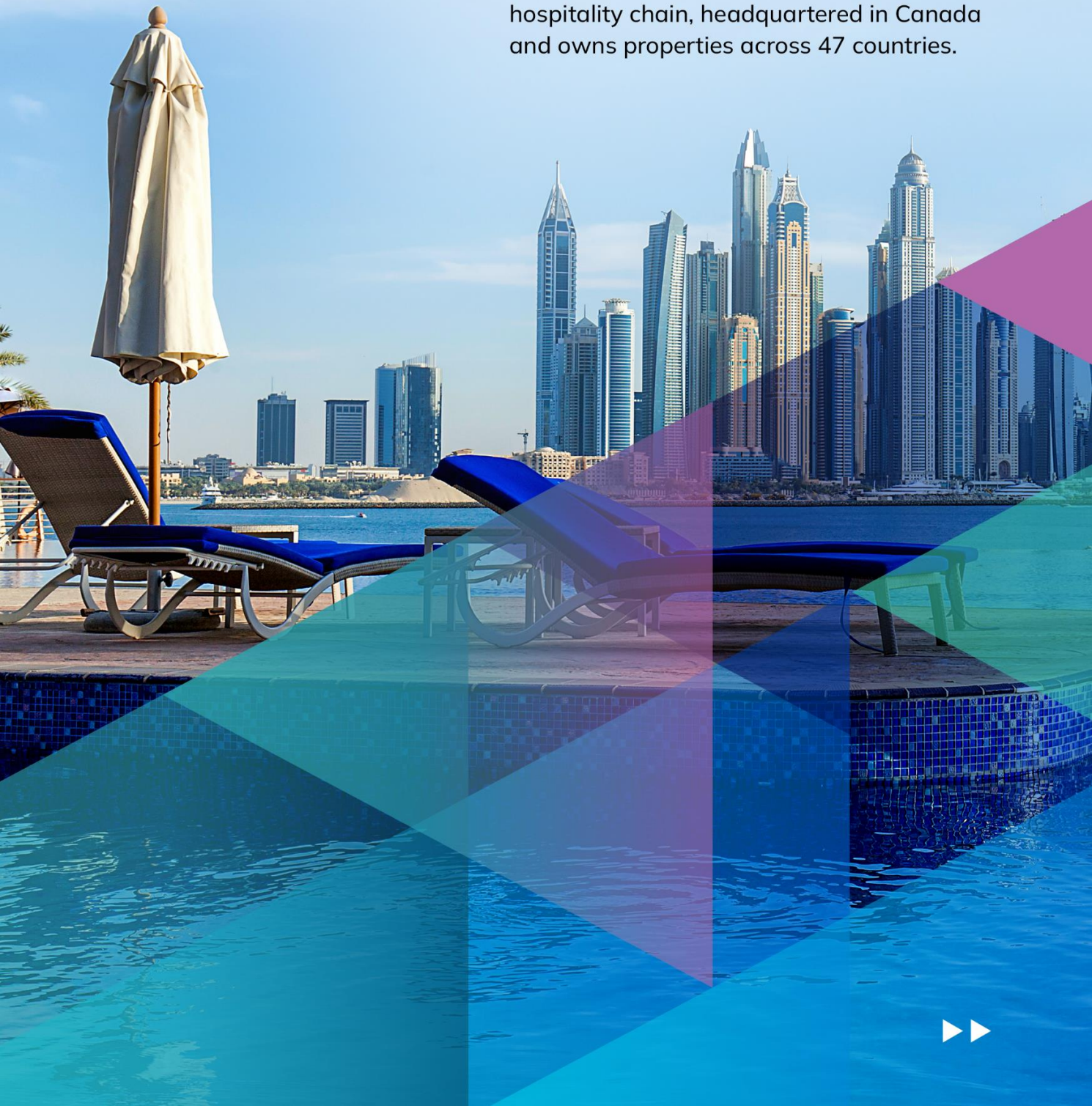


IMPLEMENTATION OF PMS UPGRADE

Unique hospitality solution
reduces downtime by **30%**
for a global luxury chain

The client is a leading international luxury
hospitality chain, headquartered in Canada
and owns properties across 47 countries.





Business Challenge

The client wanted to provide standardized, best-in-class experience to guests across its properties and wanted to upgrade its PMS system to benefit from the latest features. They had earlier collaborated with local partners in different regions which resulted in loss of time, effort, increased cost, and non-standardized experience. The client was looking for a global technology partner with a strong domain knowledge to upgrade its Opera PMS.



Solution Offered

With the in-depth knowledge of the hospitality industry and having implemented similar projects for other global hospitality clients, ITC Infotech approached this project in a wholistic manner. The core team collaborated with the Client on the requirement, and leveraging their experience has identified the different environments and the server configuration needs and then created a scenario-based process checklist.

As the project covered 120+ properties across the globe, ITC Infotech created "Proof of Concepts" to modify the process for reducing downtime

Conducted the testing and fine-tuned the solution for all scenarios in a "lab-like environment"

Applied global program management techniques to ensure proper scheduling and release with a 60-day window to conduct tests before global implementation for each property

Regular governance cadence to share and apply new learnings and drive process improvement



Business Benefits

ITC Infotech's deep domain understanding of the hospitality industry and the global experience managing similar projects ensured that the entire migration for 120+ properties got completed within the shortest timeframe.

- Achieved an overall **30%** reduction in downtime

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 long-term sustainable partner.

