



CASE STUDY

**Robotic Process Automation-led Opera
PMS Migration & Upgradation in multiple
properties**

Client is one of the largest hotel chain in the world.

A graphic for the 'Client Situation' section featuring a silhouette of a person climbing a steep, dark blue mountain peak. The person is positioned near the top of the peak, and the background is a lighter blue gradient.

Client Situation

- Client intends to automate the Opera Migration and upgrades activities from 2008 R2 to 2016 Windows Server, Oracle DB Server, and Opera PMS Application. The process involves Month Prior, Week Prior, Opera Upgrades, and post upgrade validation activities. Upgrades in multiple properties while minimizing business disruption, stringent planning & adherence with continuous reporting

A graphic for the 'Client Challenges' section featuring a stylized mountain range in shades of blue and teal. A small flag is planted on the highest peak of the mountains.

Client Challenges

- Opera Property Management System is one of the core operational systems in hospitality
- Opera Migration & Upgrade from 2008 R2 to 2016 Windows Server, Oracle DB Server, and Opera PMS Application. The process involves Month Prior, Week Prior, Opera Upgrades, and post upgrade validation activities
- Upgrades in multiple properties while minimizing business disruption
- Stringent planning & adherence to continuous reporting
- When the Process starts standard migration tools majorly fail to initiate OAPP Service Console in terms of Stopping or Starting the Services
- Security restrictions for tools of migration
- During upgrades BOT faces interaction issues with Ui elements of the web/desktop application

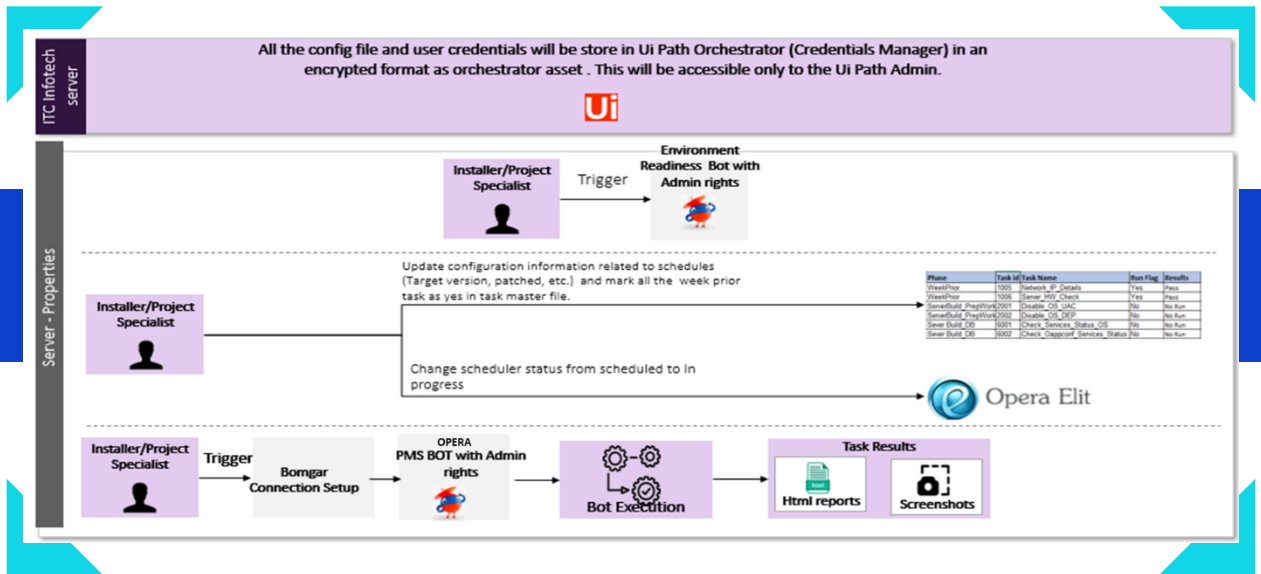
A graphic for the 'ITC Infotech Solution' section featuring a glowing yellow lightbulb icon with rays emanating from it, set against a dark blue background.

ITC Infotech Solution

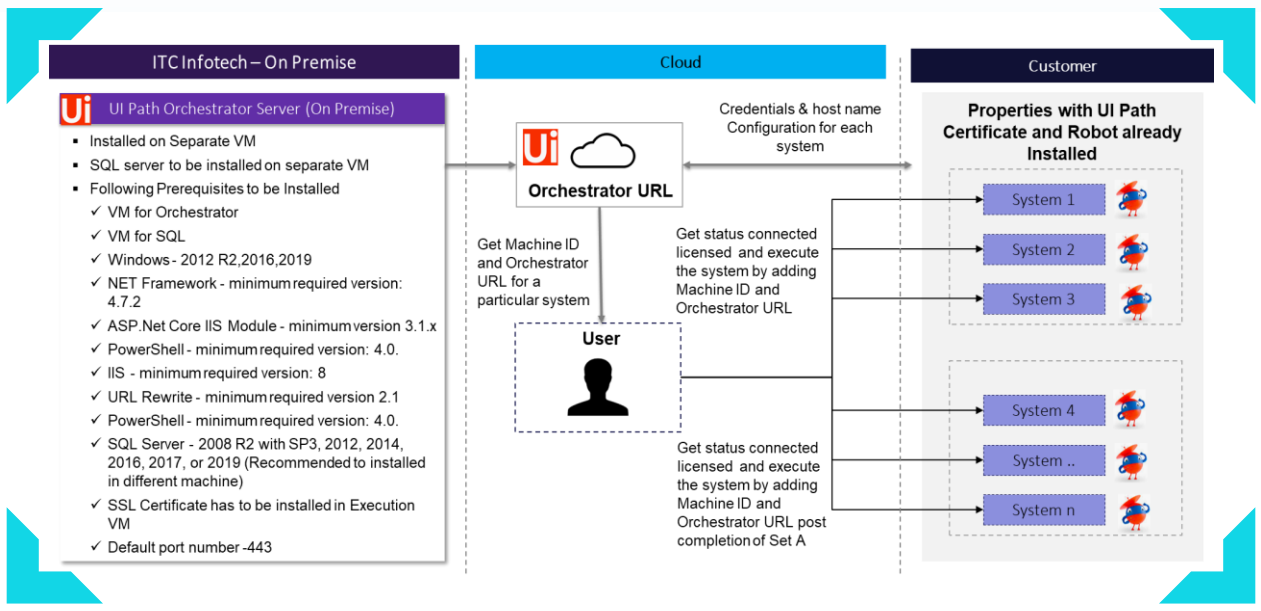
ITC Infotech provided a comprehensive solution to client from design to implementation and program management. Specific activities performed are:

- Automation of migration & upgrade activities using UiPath RPA Bots
- Power Shell scripts integrated with RPA to manage service start/stop of OAPP services
- Manage antivirus during migration & ensure security
- More than 85% of the tasks in migration automated
- Provided the Month Prior Activities which will monitor the Verification Activity, Oracle DB patch set upgrades, check the History schema
- Provided the Week Prior activities which will monitor the OS & Schema Consistency Check, Check Disk spaces on APP & DB Servers, check connectivity between Opera Servers, check Tablespace & increase if required

Migration & Upgrade solution is a Robotic Process Automation-led solution by reducing human error and minimizing execution time.



All the config. file and user credentials will be store in cloud as orchestrator asset on the ITC Infotech server. On the customer server update configuration information related to schedules (target version, patch status, etc.) and mark all the Week Prior task marked as 'yes' in task master file.





Results & Client Benefit

ITC Infotech completed the engagement successfully. Specific results and client benefits achieved are discussed below:

More than **60%** reduction in execution time

Ensured security & quality during the migration

Eliminates human errors, **100%** accuracy & compliance with the business rules configured

100% accuracy rate in migration

Migration and upgrade success with minimal disruption

Bottom Line

ITC Infotech can help hospitality business in their digital transformation journey leveraging our in-house accelerators and frameworks.

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.

www.itcinfotech.com

