



Cloud PMS Assessment Consulting

Client is a French multinational hospitality which owns, manages and franchises hotels, resorts and vacation properties spread across 100+ countries

ITC Infotech was selected by the client for the strong understanding of the Hospitality domain and in-depth expertise in the Property Management System (PMS) owing to the vast experience in implementations and also custom PMS development.

Assessment of 7 PMS's done in record time of 3 months

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

- Adoption of a multi-PMS Strategy meant increased complexity in implementation and integration into Central and hotel systems
- Having identified the possible PMS's, the corporate team needed sufficient detailed information to provide regional teams with details on fit for Geography, fit for brand and connectivity readiness into Central and Hotel systems
- Corporate team constrained

SOLUTION

- Elicited responses from eight different cloud PMS vendors
- Fit-Gap Analysis for the features required by the client
- Fit-Gap Analysis for the connectivity and readiness requirements to Central and In-Hotel Systems
- Summary and detailed Assessment report
- Comparative reports against the minimum feature and connectivity requirements for the client
- Guidelines for standardizing the core shell values across the different cloud products based on client standards

RESULTS

- Unbiased consulting framework-based assessment across all the Cloud PMS products
- Early view of the product fit-gaps
- Provide all vendors equal opportunities to come back with a development roadmap based on geography and brand priorities
- Clear insights to the client on the readiness of each product to go-to-market