



## CASE STUDY

# Automation: Opera PMS to Cloud Migration



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) as well as the deep understanding of the client context.



## Client Challenges

- Migrations to the Cloud would mean a downtime for each hotel
- Staff can spend anywhere between 2 weeks to a month to get the master data ready
- On date of go-live property staff must still spend additional time on Future reservations that get pushed down from the CRS to
  - Fix all of the Rate Codes manually
  - Adding in the Enhanced Data for the bookings

## ITC Infotech Solution



- Through the Three Pillars of our Automation Centric Solution
  - Automated Data Extraction from the existing Opera PMS on-premise system
  - Automated Scripts to transform the extracted data to the Standard Accor Global Shell
  - RPA Led Data Loading in conjunction to upload master and transactional data



## Business Benefits

- End users spend less than 3 hours for the entire period of migration on Data
- End users spend quality time on their Guests and Operational activities without worrying about Data Preparation and updates
- Clear insights to the client on the readiness of each product to go-to-market

# We Make this a Reality

## Sample Data from a Property Migration

### Time Spent by the Property Users on the Activity In a....

Time Spent by the Property Users To...	Typical Migration	Solution from ITC Infotech
Prepare and validate PIW Sheet	2 weeks to a month	3 Hours
Create Rate Codes (1200 Rate Codes)	2 Weeks (3 to 4 associates)	0 Mins
197 Individual Profiles reservations for Inhouse Guest	5 - 6 Hours	0 Mins
Updates to 170 Transaction Codes & 60 packages	1 Day (2 to 3 associates)	0 Mins
Other configuration related posting Guest, Deposit and AR Balances.	1 Day	0 Mins



### 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 the unique ability to leverage deep domain expertise from ITC Group businesses. The company provides technology solutions and services to enterprises across industries such as Banking & Financial Services, Healthcare, Manufacturing, Consumer Goods, Travel and Hospitality, through a combination of traditional and newer business models, as a long-term sustainable partner.

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