

# Global Hotel Company (7,000+ Hotels) Cloud PMS Evaluation & Enablement

**CASE  
STUDY**



## Client

A global hotel company with 7,000+ properties is executing a cloud transformation and pursuing a **multi-PMS strategy**. The goal: provide hubs/brands/properties with a **qualified set of Cloud PMS options** to choose from, while ensuring readiness for rapid deployment at scale.

## Business Problem

To operationalize the multi-PMS approach, the client required a **repeatable evaluation process** with selected vendors that would ensure each solution was “client-ready” across features, integrations, and deployment foundations.

## Objectives

1. Negotiate commercial terms with identified vendors ( **Mews, Infor, Protel, SIHOT, TOTVS, Hotel Superhero, Cambridge (Shiji), StayNTouch**).
2. Secure **feature-roadmap commitments** and timelines.
3. Help **hubs** select the right PMS fit.
4. Enable **owners** to choose the target solution confidently.
5. Establish **deployment foundations** (global shell patterns and connectivity)

## Our Approach

### Workstream 1 — PMS Capability & Connectivity Baseline

- **Feature & Connectivity Baseline:** Authored a comprehensive capability catalogue and integration matrix.
- **Usage Analysis:** Analyzed existing “client shell” data from full-feature properties to prioritize capabilities relevant to the client’s operating model.
- **Connectivity Requirements:** Identified and documented data and functional details for all required integrations (PMS↔CRS, payments, channel, loyalty/CRM, data lake, BI, etc.).

### Workstream 2 — Fit-Gap Evaluation (Nine Cloud PMS Products)

#### Step 1: RFI (Self-Assessment)

- Created RFI packages for **Capability Baseline** and **Connectivity Baseline**.
- Issued RFIs to all vendors; analyzed responses against the baselines and compiled a **comparative scorecard**.

#### Step 2: Scenario-Led Demos

- Developed **complex, cross-functional demo scenarios** covering high-value and edge cases.
- Shared scenarios with vendors; vendors configured their cloud PMS to demonstrate end-to-end flows.
- Conducted **demo-led validation** across **all nine** products.
- Assessed each PMS **functionally and non-functionally** (scalability, security, data model, admin/ops tooling, reporting, extensibility).
- Mapped **client usage patterns** to vendor capabilities; identified **gaps** and **mitigations/roadmap asks**.
- Issued **interim and final evaluation reports** with recommendations per hub/brand context.

### Workstream 3 — Vendor Enablement (Global Shell)

- Reviewed a **reference shell** from an existing implementation.
- Collaborated with prioritized vendors to **stand up a global shell blueprint** (configuration packs, data templates, environment standards).
- Shared **required feature sets** and **connectivity patterns** to accelerate onboarding and reduce variability.

## Business Outcome

- **Roadmap clarity & leverage:** The client can now engage vendors with a specific, evidence-based **gap list** and **commitment timelines**.
- **Repeatable selection process:** A ready-to-use **feature/connectivity template** enables hubs and owners to **select the right PMS** by geography/brand and deployment constraints.
- **Deployment readiness:** Global shell patterns and connectivity standards shorten **time-to-first-property** and reduce integration risk.

## Deliverables

- **Fit-Gap Reports** for each of the **nine** Cloud PMS products (features and connectivity).
- **Gap Analysis Dossier** for vendor roadmap discussions (prioritized gaps, target dates, client asks).
- **Product Capability Assessments** with hub/brand **fit recommendations** and owner-facing **selection guidance**.
- **Global Shell Blueprint** (configuration packs, data templates, reference integrations).
- **Demo Scenario Packs** and **comparative scorecards** (interim + final).

## Value at a Glance

- **Vendor Engagement Efficiency:** Single, standardized evaluation pack used across nine vendors → faster negotiations & clearer roadmap asks.
- **Deployment Acceleration:** Global shell blueprint + connectivity standards → reduced time-to-first-property and lower integration rework.

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