

Win in the flat world

24x7 Oracle Financials Support to a US Hospitality major

The Client

One of world's premier hotel companies specializing in operation of over 735 hotels and resorts in more than 44 countries world wide. It operates a Financial Shared Service Center which is responsible for performing the accounting functions for all the hotels belonging to North American Region. Partnering with an IT service provider, it implemented Oracle E-Business Suite 11.5.10 at four of its properties in the US.



Business Need

Client wanted to address the complex business requirements in Oracle Financials along with Hyperion package, for their financial shared service centers. The application implemented became unstable due to multiple pain-points on technical, functional and business areas lead to a large support team and delayed rollouts. The business requirements encompassed the support & maintenance of the existing applications to stabilize the environment and to roll it out to newer properties across the world as and when they get opened.

Challenges

The key challenges include:

- Reduce by half, or more, the staffing required to support the accounting functions in the 120 hotels in NA. Streamline and standardize processes based on Oracle eBusiness Suite.
- Currently each hotel's finance functions are supported by more than 870 people distributed between multiple sites and comes with a completely self-sufficient Hotel Accounting function. As a result of the origins of the various accounting team, there is a lack of consistency in standards and processes which prevents the client from gaining economies of scale, and providing "world class" finance function to the business.
- Understanding the complex application architecture developed by the incumbent provider and to transition out in a very short span of time without business impact
- Multi-vendor environment, termination of incumbent vendor contract in short duration led to crunched transition timelines, unavailability of incumbent vendor's key personnel for transition session, managing transition at offshore and onsite in India and US time.

Infosys Partnership

In July 2008 Infosys took over the responsibility from the client's existing IT service provider to stabilize, support and rollout Oracle Application to its remaining 103 properties all over the US and Caribbean Island.

The scope of engagement included:

- Transition the 'As-Is' process under the given scope of work in a period of 8 weeks from both onsite & offshore
- Organising onsite/offshore participating transition sessions, Program management, close and detailed planning of the transition sessions, picking up stabilisation tasks and analysis in parallel with transition
- Thorough documentation of the knowledge acquired during transition on all the business processes and their mapping to the application functionalities

- Infosys is providing 24X7 shared service production support at offshore coupled with an onsite team for stabilization, roll outs to hotel properties, and developing client enhancements and bug fixes.
- In addition to regular production support, our team was also involved in enhanced support activities like Month-end close and minor enhancements as well.

Business Value Delivered

Infosys delivers the solution on time and within budget in spite of numerous challenges, complexities and aggressive timelines. Some of the key benefits that the client is expected to realize through this program are:

- Increased scalability - new hotel properties going live has a support transition already in place
- Efficient management of Knowledge leading to higher productivity
- 24*7 support of the applications based on the global delivery model
- Total cost of maintenance of the applications was reduced by around 30%
- Multiple expertise within the team enabling support to multiple modules with smaller team size
- Identifying scope for automation of rollout tasks led to reduction in time taken for rollouts and increasing the number of properties per rollout.

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