

Smart Hotel Onboarding



Challenges

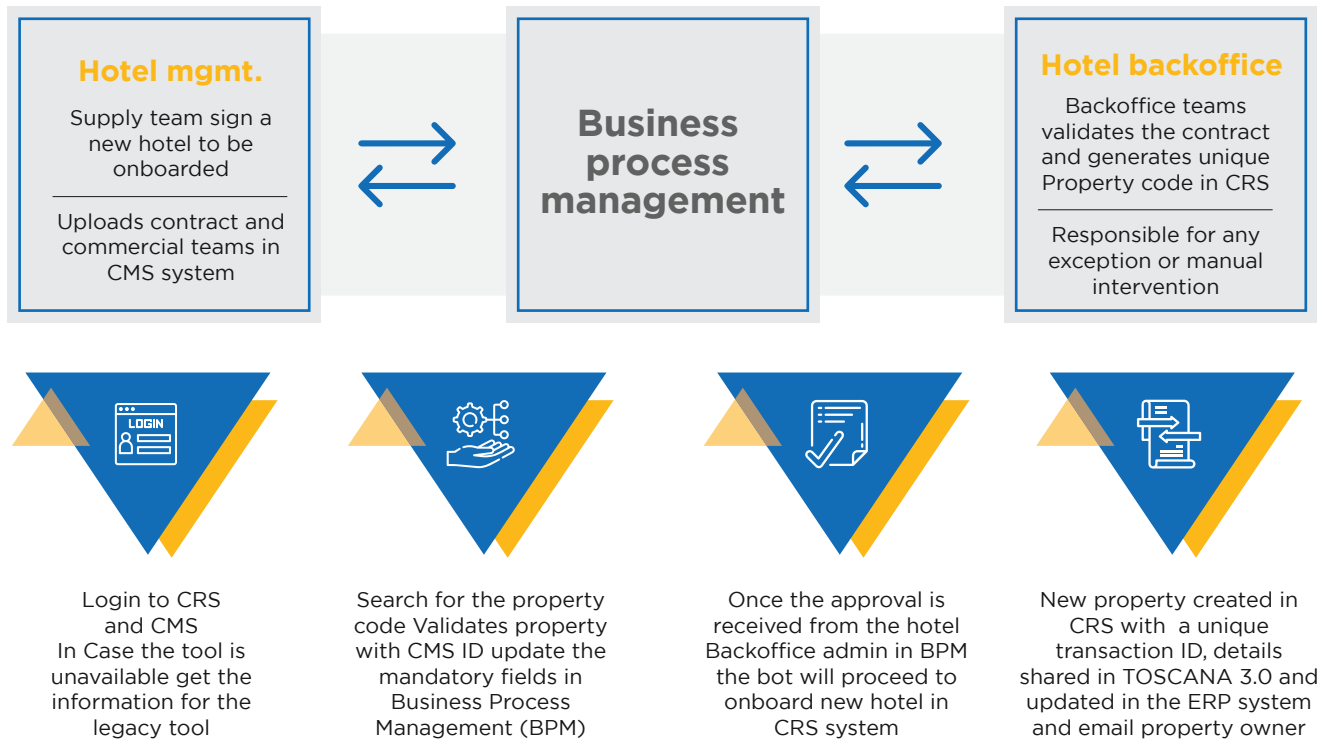
Hospitality management companies across the globe are witnessing a tectonic shift, considering when hotel companies manage multiple brands, franchise, managed and owned hotel. Hotel Management companies on daily basis face below challenges that impacts their business operations from new property onboarding or de-commission upon contract termination.

Benefits

HCL Technologies' "Smart Hotel OnBoarding" solution empowers hotels to "Intelligently Automate" their back-office tasks towards onboarding a new hotel property through a delicate blend of HCL's TOSCAN and RPA. The solution helps hotel management companies not only to digitalize but also empower management to have audit trail along with commission tracking to avoid revenue leakages.

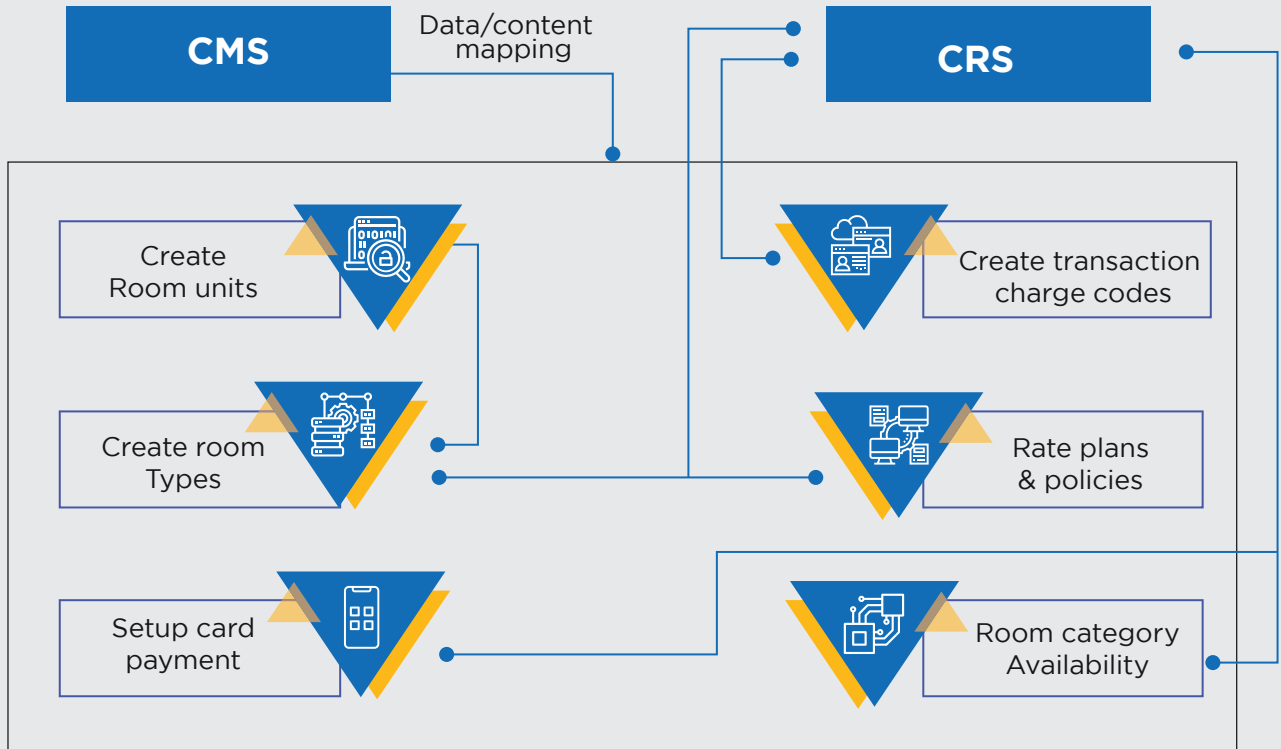
Solution overview

A high-level architecture illustrated below demonstrate how HCL Technologies' Smart Hotel Onboarding solution will perform data and business process integration intelligently. While considering any business exception it would help hotel management companies to execute property onboarding and de-commissioning with ease. Our solution helps hotels to bridge the gap between CMS and CRS via deploying this solution hotel companies will also benefit from tracking exceptions, addition ,or removal of properties to ensure audit compliances are met and remove revenue leakages.



On-boarding new property in CRS

Image below illustrates the business process that is performed at hotel management company HQ to ensure a newly contracted hotel property is available for distribution on the CRS platform. It is important that all necessary contract terms like rate code, room class, property feature etc. are correctly mapped as per the executed contract in CMS.



High-level on-boarding process

Property on-boarding

Elements of property on-boarding

Contract Management System /CMS				
Policies	Property code	Transaction ID	Address	Property description
Room description	Additional services description	Rate plan	Rate code	Room categories
Status	Commissionable	Property description	Start date	End date
Out of service	T/A code	Segment-code	Source of booking	

*input source xls, batch file etc.

*elements might change basis property

Vaibhav Sharma is the Industry Principal for Travel & Hospitality industries at HCL. He brings over 19 years of industry experience in, key business transformation and leading global industry engagement for air transport and hospitality. In his current role at HCL, he is responsible to enhance the vertical practice to align it with company's strategy of meeting customer and industry needs. In accordance to the constantly evolving industry requirements, he provides industry insight and consulting to the customers, by optimizing HCL's capabilities, and helping them to achieve their goal.



Vaibhav Sharma
Travel & Hospitality,
Industry Principal



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