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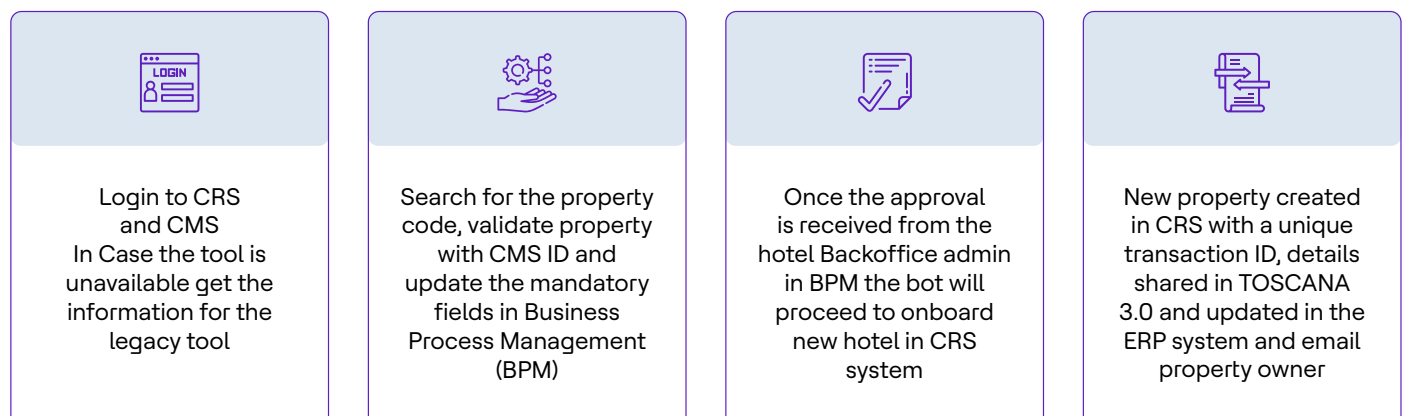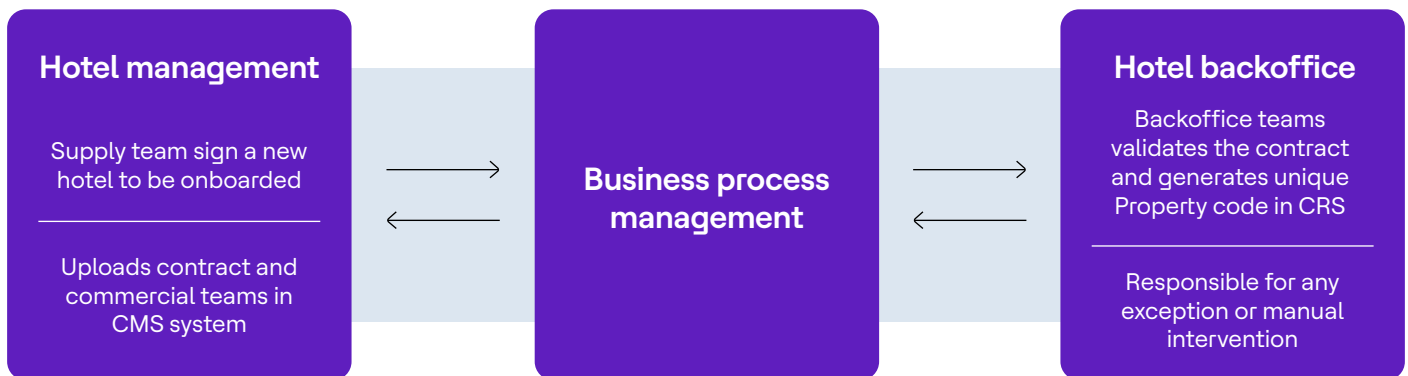
Smart Hotel
Onboarding

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

HCLTech's "Smart Hotel OnBoarding" solution empowers hotels to "Intelligently Automate" their back-office tasks towards onboarding a new hotel property through a delicate blend of HCLTech'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.
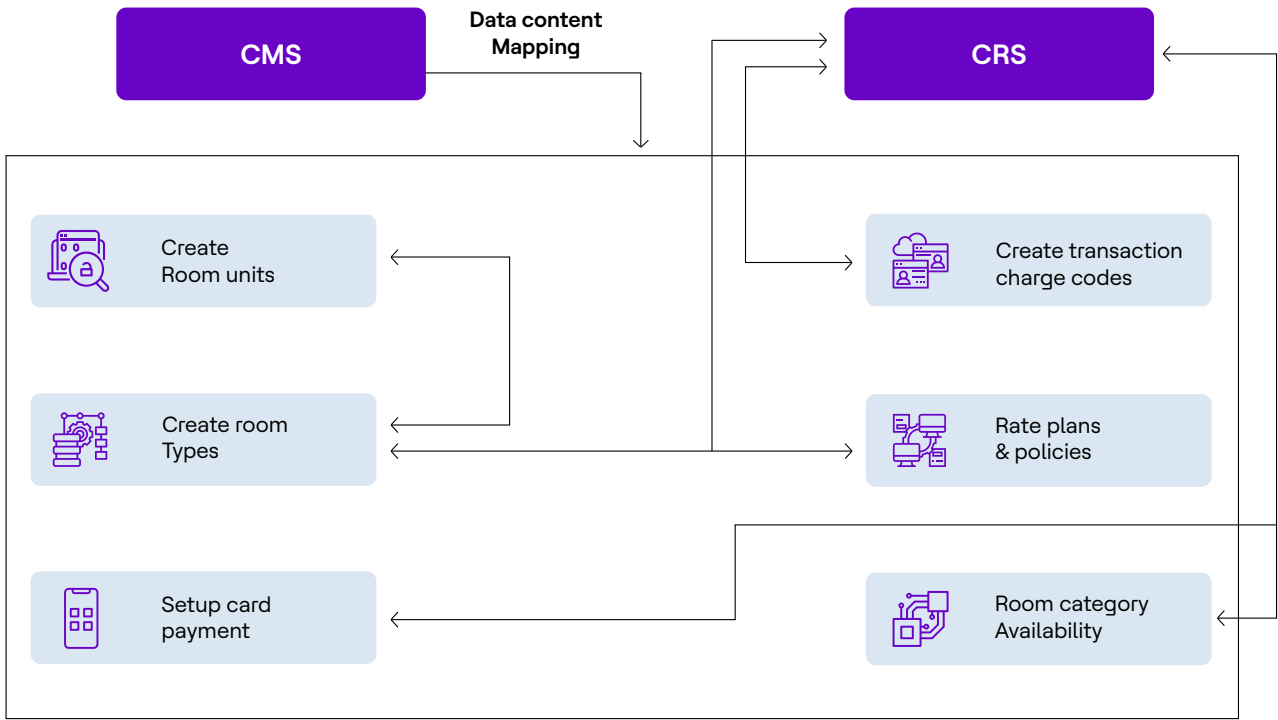
Solution overview

A high-level architecture illustrated below demonstrate how HCLTech's 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.

Hotel management	Business process management	Hotel backoffice
Supply team sign a new hotel to be onboarded		Backoffice teams validates the contract and generates unique Property code in CRS
Uploads contract and commercial teams in CMS system		Responsible for any exception or manual intervention

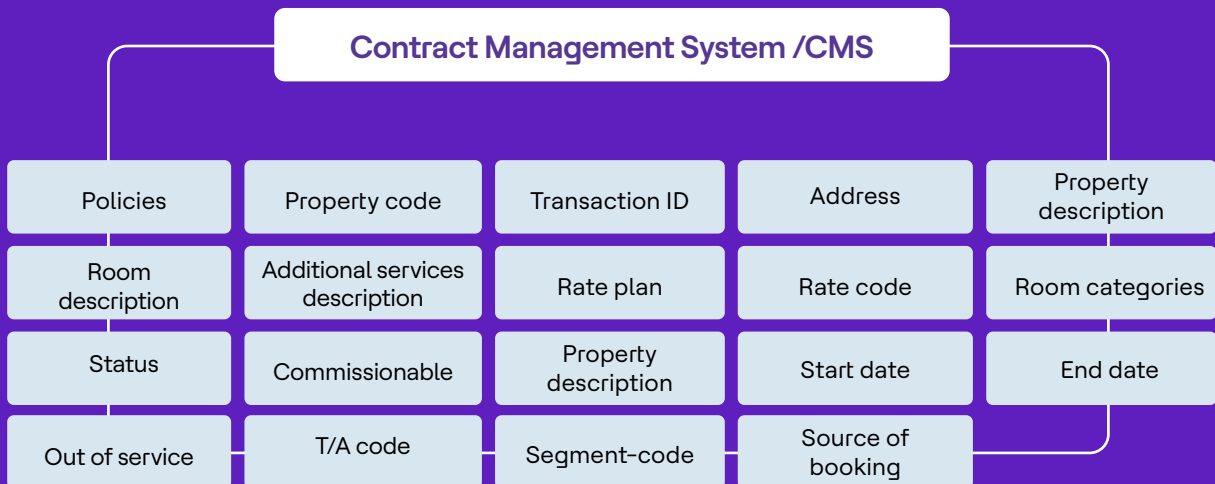|			
Login to CRS and CMS In Case the tool is unavailable get the information for the legacy tool	Search for the property code, validate property with CMS ID and update the mandatory fields in Business Process Management (BPM)	Once the approval is received from the hotel Backoffice admin in BPM the bot will proceed to onboard new hotel in CRS system	New property created in CRS with a unique transaction ID, details shared in TOSCANA 3.0 and updated in the ERP system and email property owner

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.

CMS

Data content Mapping

CRS

Create Room units

Create room Types

Setup card payment

Create transaction charge codes

Rate plans & policies

Room category Availability

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 HCLTech. 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 HCLTech, he is responsible to enhance the vertical practice to align it with the 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 HCLTech's capabilities, and helping them to achieve their goal.

Vaibhav Sharma
Travel & Hospitality, Industry Principal

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HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around Digital, Engineering and Cloud powered by a broad portfolio of technology services and software. The company generated consolidated revenues of $11.79 billion over the 12 months ended June 30, 2022. To learn how we can supercharge progress for you, visit hcltech.com.