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OMNI
HOTELS & RESORTS

Helping Omni Hotels Maintain the Winning Edge by Transforming its IT Architecture in Oracle Cloud

 Case study

An  RPG Company



Overview

Check-in to cloud inn

Our client, Omni Hotels, is a leading American international luxury hotel company serving customers for over 60 years and operating 50+ properties across the United States, Canada, and Mexico. In the highly competitive hospitality industry, it was essential for the client to provide a superior customer experience continually. Omni Hotels partnered with Zensar to completely overhaul its business and IT architecture.

We helped Omni Hotels move its systems to a more flexible, cost-optimized cloud environment leveraging Oracle Cloud Infrastructure without affecting business operations. This improved performance and speed by over 40 percent, significantly reducing capital expenditure costs.



Challenges

Problems extending their stay

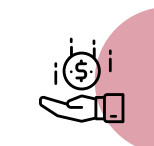
Omni Hotels was running on a traditional on-premises environment Oracle E-Business R12.2.8, and the database was running on 12.1.0.2. The aging systems led to many challenges, including:



Performance concerns due to hardware restrictions and end-of-support for hardware and existing ERP



Inability to apply the most up-to-date security vulnerability patches due to storage limitations



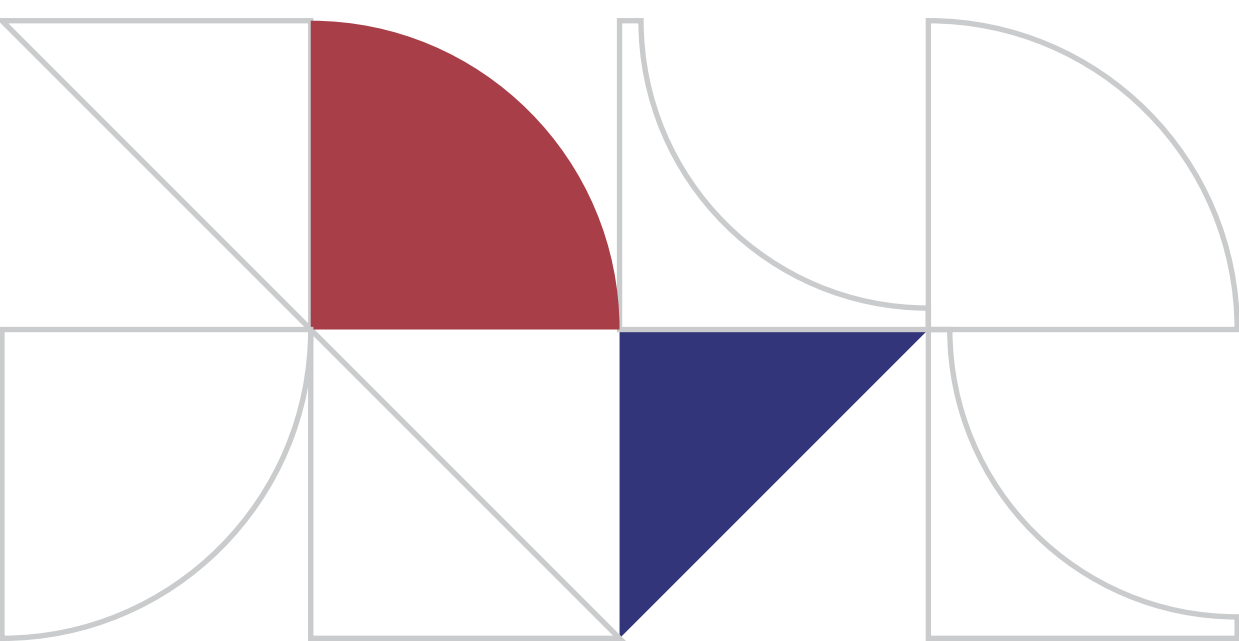
High licensing cost and increased capital expenditure



Lack of integration with multiple internal and external applications



Challenges in optimizing and consolidating the EBS architecture to accommodate future growth

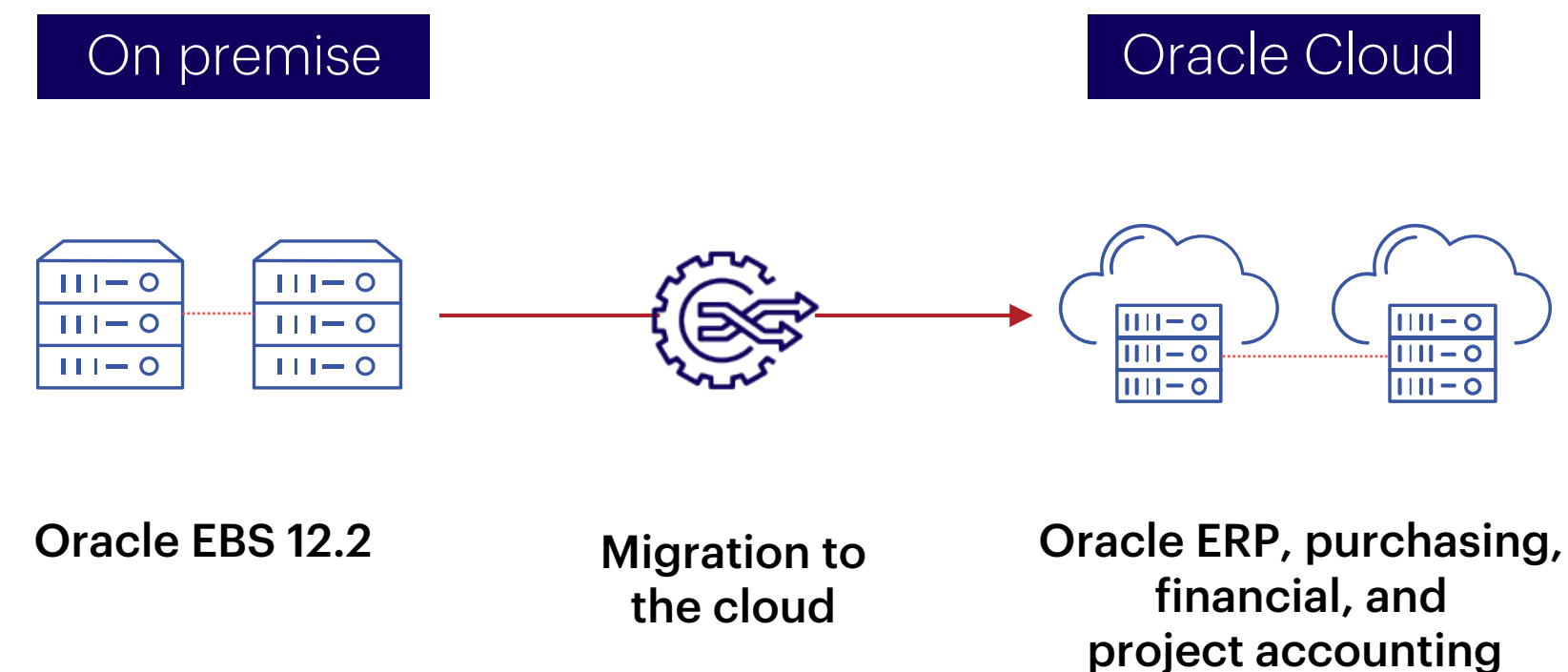






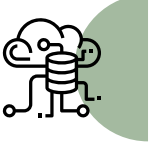



Solution

5-star ideas

To put Omni Hotels' business on a solid growth footing, we knew it needed to move from an on-premises operating environment to a more flexible and reliable cloud-based environment. We helped the client implement a significant overhaul of its business architecture, updating the Oracle E-Business Suite software and migrating all applications and middleware to Oracle Cloud Infrastructure.



Some key highlights of our solution include the following:

-  Upgrading the enterprise application to the latest 12.2.10 version and the database from 12c to 19c on Oracle Cloud Infrastructure
-  Addressing business continuity planning by implementing a disaster recovery instance on Oracle Cloud Infrastructure
-  Consolidating and optimizing the ERP technology landscape, creating an integrated IT environment
-  Applying security patches to close all vulnerabilities and provide a fully secure environment
-  Re-architecting workloads has led to a significant reduction in Omni Hotel's capital expenditure
-  Creating training documents and super-user training



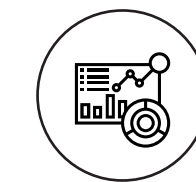
Impact

Earning some reward points

The lift and shift from on-premises to Oracle Cloud Infrastructure helped the client reap many benefits, such as:



Lowered capital and operational expenditure



Enhanced performance and speed by over 40 percent



Improved scalability to accommodate future growth



100 percent secure and fully regulatory-compliant system



Business continuity to serve customers around the clock without interruptions

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An  **RPG** Company

We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 145 leading companies. Our solutions leverage industry-leading platforms to help our clients be competitive, agile, and disruptive while moving with velocity through change and opportunity.

With headquarters in Pune, India, our 11,500+ associates work across 30+ locations, including Milpitas, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

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