

ORACLE

Partner

zensar



Helping a Luxury Hotel Maintain the Winning Edge by Transforming its IT Architecture



Case study

An  **RPC** Company



Overview

Check-in to cloud inn

Our client, a leading American international luxury hotel company, has been 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. The client partnered with Zensar to completely overhaul its business and IT architecture.

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



Challenges

Problems extending their stay

Our client was running on a traditional on-premise 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



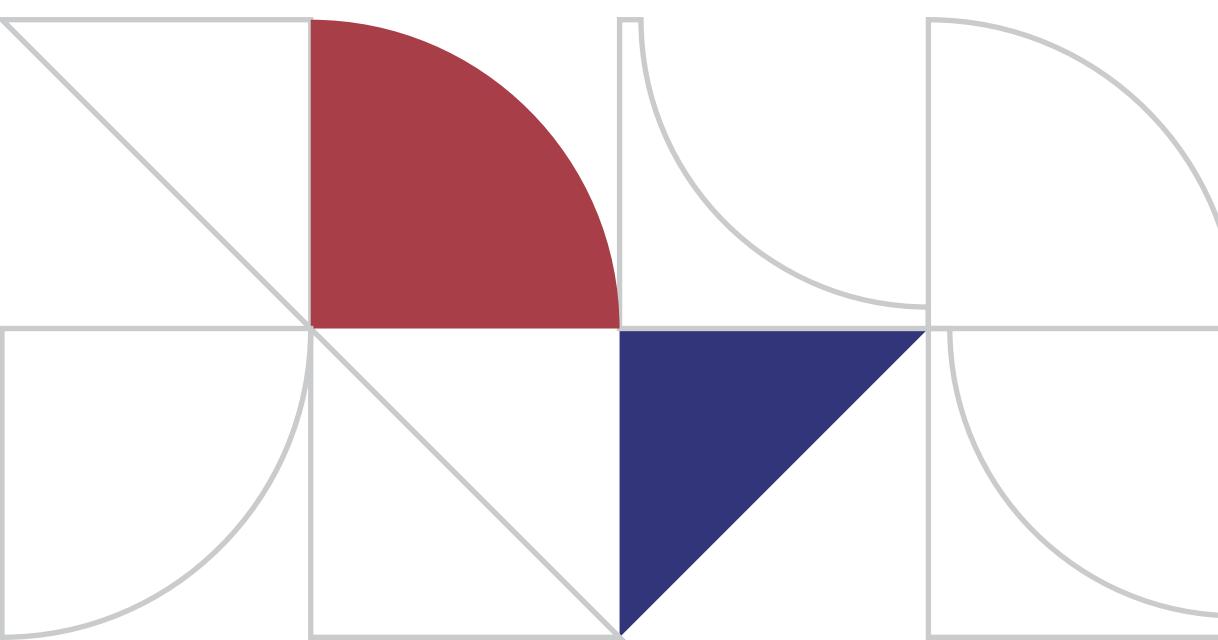
High licensing cost and increased capital expenditure



Lack of integration with multiple internal and external applications



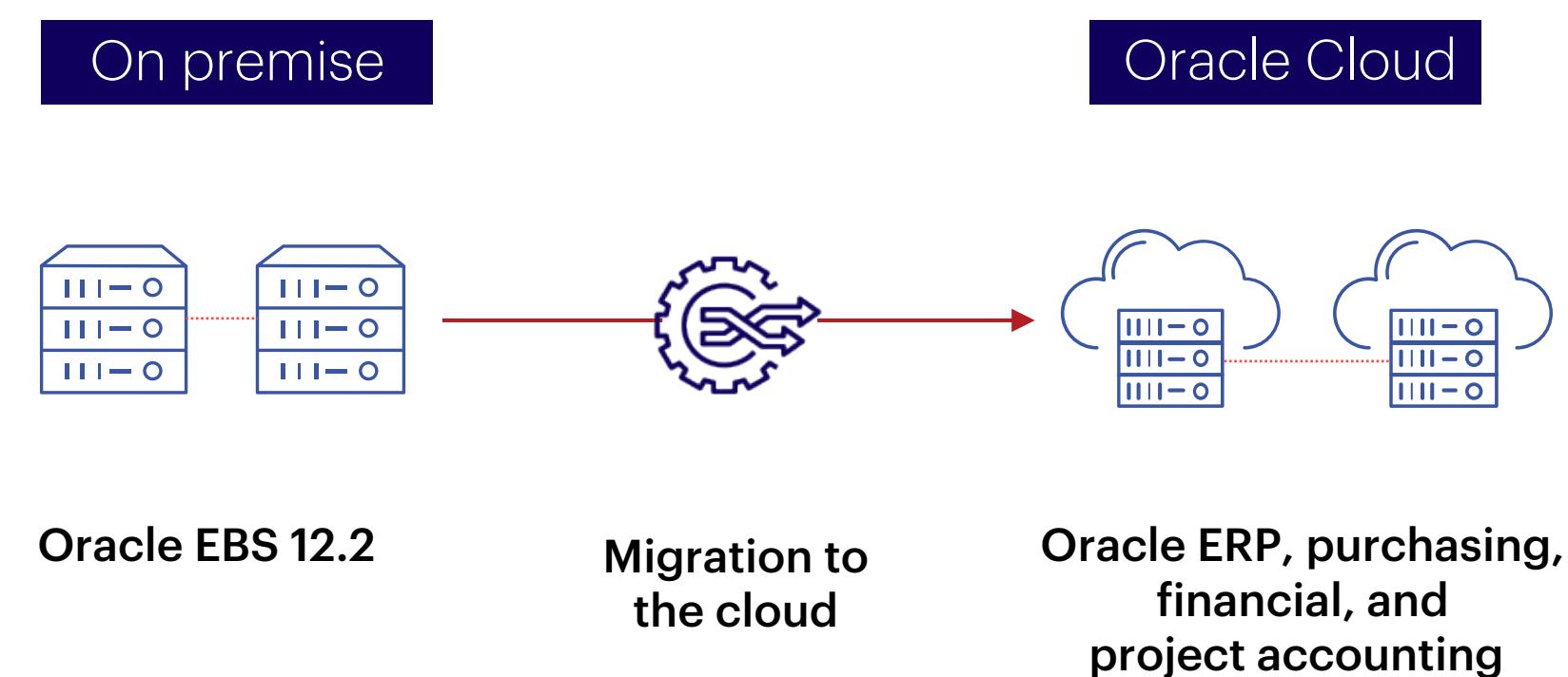
Challenges in optimizing and consolidating the EBS architecture to accommodate future growth



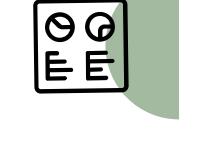


Solution 5-star ideas

To put our client's business on a solid growth footing, we knew it needed to move from an on-premise operating environment to a more flexible and reliable cloud-based environment. Working with us, the client implemented 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
-  Moving to Oracle DBCS (Database Cloud Service), a managed cloud database, significantly lowering the client's capital expenditure
-  Creating training documents and super-user training



Impact

Earning some reward points

The lift and shift from on-premise 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



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.

For more information please contact: velocity@zensar.com | www.zensar.com

