Data Platform Modernization for a Leading Hospitality Solution Provider

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ABOUT THE CLIENT

The client is a global leader in the hospitality industry upsell solutions. Operating in Asia-Pacific, the Middle East, and North America, it has enhanced business performance for its 1000+ hotel partners, while optimizing and developing their people.

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Business Challenge

The client's existing data platform wasn't equipped to service the growing pool of customers across various geographical locations and cater their demands. It had the following challenges:

- Not able to handle heavy volume of data required for on-boarding of new properties.
- Was neither optimized nor scalable towards provisioning the data from multiple sources required for real-time advanced analytics.

Business Need

To resolve the issues encountered in the existing data platform, it was essential to modernize the platform that:

- is capable of serving their growing customer-base worldwide.
- provides accurate reports in a reduced turnaround time.
- acts as a secure report distribution and analytics platform for the clients, internal consulting team and senior management.
- allows seamless integration for new data sources and new on-boarded

CUSTOMER SUCCESS STORY

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Solution

The client selected IGT Solutions for its requirement for data platform modernization & reporting. IGT leveraged its extensive domain knowledge and technical expertise to implement a solution best-fitted to address the challenges. The modern version offers the following:

- Scalable cloud architecture segregated by geos to ensure high availability
- Server-less and highly multi-threaded ETL using AWS Lambda and AWS Glue for near real-time data consumption and processing
- Multi-region distributed database for each client property
- Connectivity to various Hotel PMS systems, LMS, SalesForce and HR systems
- Centralized RedShift analytics warehouse enabling cross-functional analysis across business units
- A web portal with an analytics feature for the internal team and the customer
- Permission and role-based reporting capabilities with various distribution methods
- Embedded visualization within the provider's portal
- Data migration from existing current system to the new platform

Benefits

- Scalable cloud infrastructure which is future-ready and geographically distributed
- Secure physical segregation of data between the various properties
- Fully automated process leading to improved data quality and performance.
- Reduced complexity and turnaround time for onboarding of new properties
- Near real-time insights to the properties

Technology Stack in Scope

aws | Microsoft® SQL Server | amazon REDSHIFT | +ableau | Amazon Lambda | Amazon Glue | Java