

# Transforming Hospitality:

## A Case Study in Cloud Excellence



### Summary

Acknowledging the limitations of its outdated systems, a Caribbean resort initiated a 'Move and Modernize' transformation strategy to sustain growth and enhance guest experiences.

Partnering with Datavail, they embarked on a journey to revamp their aging IT infrastructure by transitioning to Oracle Cloud Infrastructure and planning a continued journey to migrate their on-premises applications to Oracle Cloud Applications (HCM, FIN, SCM, EPM). This strategic shift was designed to improve operational efficiency and enable personalized guest experiences through advanced data analytics and integrated service platforms, ensuring the resort's continued industry leadership.



### Company Overview

Revenue: \$868.1 Million

Industry: Travel & Hospitality

Nestled in the heart of the Caribbean, this resort stands as one of the region's largest and most dynamic complexes. It employs over 5,000 individuals and sets the benchmark for luxury and hospitality. This premier destination offers many services, including luxury hotels, exclusive resorts, gourmet dining, and unique marine adventures catering to a diverse clientele.

### Challenges

- **Labor-Intensive Processes:** Manual HR and finance tasks were time-consuming and reduced efficiency.
- **Data Accessibility and Security:** Limitations in real-time data access and inadequate security measures hindered decision-making and exposed sensitive information.
- **Inefficient Hiring Processes:** Cumbersome recruitment and onboarding processes delayed new hire integration.
- **Payroll Accuracy:** Manual payroll systems were prone to errors, affecting employee satisfaction.
- **System Integration:** Disparate HR, finance, and property management systems reduced overall efficiency.
- **Hardware and Software Maintenance:** On-premises systems require extensive physical infrastructure, leading to high maintenance costs and operational complexity.
- **Data Security and Backup:** Managing data security and backups on-premises could have been more efficient, with the potential for data loss.
- **Performance and Availability:** Limited IOPS and frequent downtime with on-premises servers affected system performance and availability.
- **Application Deployment Delays:** On-premises infrastructure often delays new application deployments due to additional hardware procurement and setup requirements.



## Solution

Datavail undertook a complex multi-phase technology transformation for the resort:

**Migration to Oracle Cloud Infrastructure (OCI):** Enhanced HR and finance system stability and efficiency.

**JD Edwards (JDE) Systems Migration to OCI:** Simplified supply chain management and improved data integration.

**Introduction of Oracle HCM Cloud:** Automated routine HR operations and enhanced data accuracy. Integration with Time & Labor and Payroll streamlined operations and empowered HR team to focus on strategic initiatives.

**Optimization with Oracle ERP Cloud:** Migrated Time & Labor and Payroll systems, introduced advanced functionalities in finance management and supply chain logistics, and enhanced data flow and operational transparency.

**Rollout of Oracle Enterprise Performance Management (EPM) Cloud:** Implemented advanced planning and budgeting tools, reconciliation, and narrative reporting capabilities, significantly improving financial projections and report accuracy.

## Results and Outcomes



30% reduction in HR & finance processing times through automation.



Streamlined recruitment workflows, decreasing time-to-hire by 40%.



Enabled seamless integration across systems improving operational efficiency by 35%.



Maintained 100% compliance with regulatory requirements via automated updates.



Attained 99.9% accuracy in payroll processing, reducing errors and discrepancies.



Improving decision-making speed by 60% with real-time analytics.



Increased the accuracy of financial forecasting by 30% with advanced analytics.



Freed IT staff to focus on value-added initiatives rather than routine maintenance.

## Why Datavail?

With over 17 years of industry experience and a dedicated team of more than 1200 consultants focused on cloud deployments and managed services, Datavail has completed over 1000 implementations. Our broad industry reach and strategic partnerships with leading technology providers like AWS, Microsoft, and Oracle positions Datavail as the ideal partner to deliver comprehensive cloud solutions. Whether you're migrating to the cloud for the first time or in need of a hybrid solution, Datavail can help provide careful planning, skilled oversight, and consistent standards for cloud operations.