

**Client**

A leading hotel chain with seven star rated hotels in Tamil Nadu and Pondicherry.

Problem Definition

There was a need to create a uniform, integrated ERP for five hotels. At that the time, the five hotels were running five different operations and systems.

Challenges

The processes followed in the hotels were diverse and not aligned to the developed ERP. There was a lack of orientation among the resources of the various hotels on how to use the ERP and there was also a certain amount of lack of motivation to learn.

Approach

Beecon started off the intervention with a usability survey to gauge the comfort of the resources in using the ERP and to understand the gap between the actual process and those designed in the ERP.

Solution

Beecon attempted to find out how to best match the ERP. Several recommendations for changes were made at the process level so as to extract maximum benefit from the ERP. This led to some redesign of processes as well.

Value - Ads

Beecon co-led the implementation of the recommendations and redesign/ streamlining of processes helped orient the resources on effective use of the ERP