Hilton Hotels partners with International Software Group for its strategic growth

"International Software Group has delivered more than ever expected. Taos has proven to be the exact partner that Hilton needed to deliver powerful, efficient, and cost effective solutions for our organization"

Randy Kanaya, Director Deployment Services, Hilton Hotels

Hilton Hotels is the most recognized name in the industry,

Hilton Hotels stands as the stylish, forward thinking global leader of hospitality. Today Hilton Hotel Brands welcomes guests in more countries than any other full-service hotel brand, with over 5500 hotels and resorts in 76 countries across six continents. From inaugural balls and Hollywood award galas to business events and days to remember, Hilton is where the world makes history, closes the deal, toasts special occasions and gets away from it all. Hilton remains synonymous with hotel because of its innovative

approach to products, amenities and service. Whether becoming the first hotel to install televisions in guest rooms or the first hotel in the world to earn both LEED and Green Seal environmental certifications, individual Hilton hotels always lead the way. Among its industry firsts, Hilton developed the concept of franchising hotels, launched the first airport hotel, introduced the first multi-hotel reservation system and became the first U.S. coast-to-coast hotel chain. After more than 90 years, Hilton's expertise and insight of global travel

Quick Facts

Hilton Global Reach

- More than 5500 hotels and resorts
- 76 countries across 6 continents
- More than 867,975 rooms worldwide
- Hilton Branded Hotels - Conrad, DoubleTree, Embassy Suites, Hampton Inn, Hilton, Hilton Garden, Homewood Suites, and Waldorf Astoria.

Continued Brand Growth

Current properties in development
- 23 - Americas
- 21 - Europe
- 19 - Middle East & Africa
- 44 - Asia Pacific

Accepting the Challenge

International Software Group met with Hilton Hotels on January 2006 to discuss the possibilities of recreating a client-server application that was defined as a revenue generating solution for Hilton. The application (part of the Hilton OnQ solution) was development by IBM to assist Hilton project managers (known as PSA's) to order, track, install, and maintain assets to each Hilton property. The responsibility of each PSA was to orchestrate the ordering, deployment, and installation of IT and network infrastructure equipment to each new and existing hotel properties. The process was a lengthy effort for PSA's due to the limitations of the current application and the latency of data being processed by other systems. In collaboration with Hilton and IBM, International Software Group began to evaluate the entire process.

Evaluation, Design & Development

Connecting the Data Sources

International Software Group begin evaluating the necessary data sources for PSA's to perform their duties. Upon discovery, International Software Group determined several sources from various disparate sources that need to be connected to the new solution. Along with the challenges of connecting the data sources, International Software Group had to determine the necessary data elements along with a method of connecting these different sources.

Re-Architecture

International Software Group discovered the limitations of the old solution impeded the duties of the PSA's due to its original design, a pure client-server architecture. With the need for remote access to the new application, International Software Group designed a Service-Oriented Architect (SOA) design. This new design allowed the ability for remote individuals or groups to use the application to update various information, that was previously a sole responsibility of the PSA's to record this information.

Add Value to the Solution

During the requirements gathering phase, International Software Group evaluated each manual step taken during the duties of the PSA's, support teams, and Hilton management to identify solutions that could be incorporated into the new solution. An example of workflow implementation eliminated these lengthy manual steps in the processing of data and progress of Hilton projects. Another example was the incorporation of IT manufactures product catalogs and automated order processing to the manufactures internal order systems. International Software Group continued to identified these manual steps and implemented numerous automated solutions to the overall design of the new application.

Scalability A Must

International Software Group utilized the latest in technology and industry standard protocols in the development of the new application to ensure scalability and flexibility.

At A Glance

Project Objectives
Redevelop an existing client-server based application to a Service Oriented Architecture (SOA) application. The SOA design would provide better accessibility to local and remote users, provide availability for integration to outside sources, improved life-cycle maintenance and support, improve data latency and quality, and greatly improve scalability to new and existing applications.

Key Challenges
- Integration to existing Hilton and IBM databases and applications.
- Retention of existing data.
- Supporting and enabling change within a dynamic business environment.
- Creating a common vision for all business units.
- Providing a standard method of integration with future Hilton vendors.

Why International Software Group Solutions and Services
- International Software Group combines deep technology knowledge, an understanding of the value propositions, and implementation expertise, enabling them to provide realistic and helpful solutions.
- International Software Group offers the business know-how, extensive knowledge of the latest technologies and Service Oriented Architecture, and experience in harmonizing business needs for customers.

Highlights
- Increased revenue generation.
- Removal of non-value-added and manual processes.
- Provide accessibility to more than 6000 remote users.
- Drastic improvement of data quality, security, and accountability

Key Benefits
- Provide a web enabled application for remote users to have the ability to access valuable data sensitive to their jobs.
- Provide a scalable web application

Plan the Work

Upon the completion of the requirements gathering phase, International Software Group produced Business Requirements, Technical Specifications documents, and overall project schedule for delivery to the Hilton project team to review and approve. Based on the approval of these documents, International Software Group established a document repository system utilizing Microsoft SharePoint, to house supporting documents relating to the project. Along with the document repository, Taos incorporated project scheduling within SharePoint to use a reporting method of project status and release schedules of completed modules for Hilton project team members to review and conduct testing. International Software Group established weekly meetings with the Hilton project team and monthly meetings with Executive sponsors to review the overall state of the project.

Work the Plan

International Software Group utilized the latest in technologies during the development of the new application. The new application was developed using a complete Microsoft Solution, which comprised of .NET 3.5, SQL Server 2008, Entity Framework 4.0 database design, SQL Server Reporting Server, Silverlight 3.0, and SOAP/XML. Software Architectures were involved to oversee the development team during the development of certain modules, while the project manager maintained the scheduling and project costing. The International Software Group Project Manager was also responsible for synchronizing the QA team with the developers to ensure full cycle testing, from unit to regression testing. The Hilton project team was actively involved with the project based on team meetings, conference calls and discussions, to ensure the project remained on schedule. Taos completed the project in 14 months on time and within the estimated project cost provided by Taos at the beginning of the project.

Results of Delivery

At the beginning of the project, Hilton staffed 26 revenue-generating PSA's to perform their duties. Upon the completion of the project and modifications during a 16 month period, Hilton has grown their staff to 112 revenue-generating PSA's. To add, the new solution reduced the turn-around period from 42 days to 12 days to complete a PSA project. The significant turn-around allowed Hilton to facilitate IT equipment and infrastructure appliances per faster than ever. Since the completion of the new solution, Hilton has involved Taos in the re-development of other applications to help improve efficiencies and data quality.