



NH Hoteles
 Madrid, Spain
www.nh-hotels.com

Industry:

Travel & Transportation

Annual Revenue:

US\$2.25 billion

Employees:

19,000

Oracle Products and Services:

Oracle Financials
 Oracle Assets
 Oracle Purchasing
 Oracle iProcurement
 Oracle Advanced Marketing Online
 Oracle Sales Online
 Oracle Customers Online
 Oracle Trading Community
 Architecture
 Oracle TeleService
 Oracle Human Resources

Implementor:

Oracle Consulting

“Oracle E-Business Suite has provided us with centralized and scalable systems that have easily supported our 50% growth rate over the last five years as we added 120 new properties to our portfolio.”

– Francisco Souto, Corporate
 Director of Information Systems,
 NH Hoteles

NH Hoteles Reduces New Hotel Launch Time to Three Days with Integrated Application Infrastructure

Operating in 22 countries in Europe, North America, and Africa, NH Hoteles has more than 50,000 rooms in over 350 hotels. The chain has increased the number of its properties by approximately 50%, over the last five years.

Challenges

- Facilitate the introduction of new hotels through centralized systems that are also scalable to support expansion in numerous international markets
- Gain a comprehensive view of client needs and interests
- Ensure high availability of critical applications and ubiquitous access to applications via the Web
- Improve interdepartmental relations through the introduction and standardization of horizontal processes
- Optimize management systems to reduce time required to locate and obtain information

Solution

- Standardized core applications and ensured consistent processes with Oracle E-Business Suite applications, allowing the company’s IT department to launch the infrastructure for new hotels in just three days
- Facilitated compliance with the numerous tax and labor regulations in countries in which the chain operates
- Gained multicurrency capabilities, supporting the company’s operations in numerous countries
- Enabled NH Hoteles to create personalized profiles of clients and guests to ensure higher levels of service
- Reduced administrative costs per hotel by 50% with centralized procurement processes
- Reduced monthly billing times from 15 days to 5 days
- Gained reliable business data that optimizes decision making
- Facilitated integration with the company’s Engisoft front-office solution, enabling daily reporting on prices, occupation, and other metrics
- Ensured 24/7 availability of core systems to support online transactions