



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

Industry:

Travel & Transportation

Annual Revenue:

US\$2.25 billion

Employees:

19,000

Oracle Products & Services:

Oracle BPEL Process Manager
Oracle Business Activity
Monitoring

Implementor:

Oracle Consulting

“With Oracle’s SOA solutions, NH Hoteles offers a more competitive service, facilitating transparency and faster service for consultations on availability and prices. Oracle’s SOA solutions also enable integration and interoperability with our travel agent and corporate clients.” – Francisco Souto, Corporate Director of Information Systems, NH Hoteles

NH Hoteles Reduces Response Times to Consultations on Room Availability and Prices to Five Seconds

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

Challenges

- Enable multi-channel, transparent management of reservations, including availability and pricing
- Reduce online response times for consultations on room availability and reservations
- Comply with service level agreements with travel agencies
- Provide coverage to online travel agencies, which have doubled their business volume with NH Hoteles over the last three years

Solution

- Centralized applications with the implementation of Oracle BPEL Process Manager and Oracle Business Activity Monitoring solutions, providing a platform that facilitates integration and interoperability with clients’ systems
- Gained the ability to manage more than 3 million transactions per month, including those from 20,000 internal providers
- Provided a permanent inventory of room availability to more than 100,000 companies and travel agencies
- Gained the ability to prioritize and personalize requests from travel agencies and companies
- Facilitated direct access to the NH Hoteles database for faster response times
- Reduced service response times to less than five seconds for consultations on room availability and to less than 15 seconds for making reservations
- Enabled transparency and personalization in the service offered to travel agencies