

INTERNAL USE ONLY



Revenue

USD ~\$23B

Deployment Location

International – 2,480 Licenses

Industry

Hospitality

Products

Oracle PBCS

Partner Use Case Summary

SC&H Group deployed PBCS to over 2,500 users across the globe, providing Hilton with the global coordination, collaboration and visibility to their executive management team, property managers/operators and franchisees. This resulted in timely analyses and insights that are essential to measuring and maximizing the profitability across each of its over 5,000 worldwide locations.

Top Customer Objectives and Challenges

- Disparate business processes at the local and regional levels hindered ability to produce timely, forward-looking results
- Varying definitions of key metrics and drivers led to inconsistent global reporting
- 20-year old legacy systems and outdated technology platforms
- Limited use of historical data and trends to assess department or property level profitability.
- Heavy use of spreadsheets to collect data, consolidate results and publish reports to management

Results

- More efficient and meaningful monthly planning and reporting cycle
- Established a level of standardization and simplification across the core business processes and systems
- Stable technology foundation to support the global deployment and scalability requirements

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Contact your AD or Partner listed before referencing.



<https://schgroup.com>

Partner Contact:

Tyson Gischel

410.403.1636

tgischel@schgroup.com

Key Benefits Achieved

- 40% improvement in global EBITDA forecast accuracy
- For each hotel, Hilton now has the ability to pinpoint occupancy trends and customer spending habits, which help identify opportunities, manage costs, and predict revenue
- Provided Hilton's users with reporting and analytical capabilities to improve the way they work and own the process and results