

Revamping

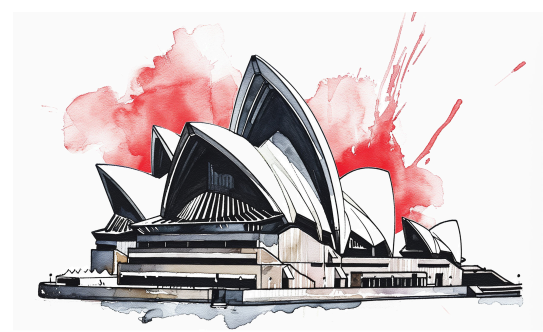
Central Reservation Systems

for a Sydney-Based Hospitality Group

A Sydney-based hospitality group, managing a collection of upscale hotels and boutique properties across the city, faced significant challenges with its outdated Central Reservation System (CRS). The legacy system struggled to integrate effectively with Property Management Systems (PMS) used at their properties, leading to operational inefficiencies and a fragmented guest experience. To address these issues, the group sought to modernize their CRS to improve PMS integration, enhance real-time data management, and streamline property operations within Sydney.



About Company



The Sydney-based hospitality group operates a diverse portfolio of upscale hotels and boutique accommodations throughout Sydney. Known for its high standards of service and distinctive local character, the group needed a CRS capable of managing complex operations and supporting their growing portfolio within the city.

Challenges

- Enhance integration between the CRS and PMS platforms used at the Sydney properties.
- Implement real-time synchronization of reservation data, rates, and availability.
- Streamline workflows to reduce manual processes and improve efficiency.
- Develop a scalable system to accommodate future growth and increasing transaction volumes.
- Upgrade the system to provide a more intuitive and user-friendly interface for hotel staff.

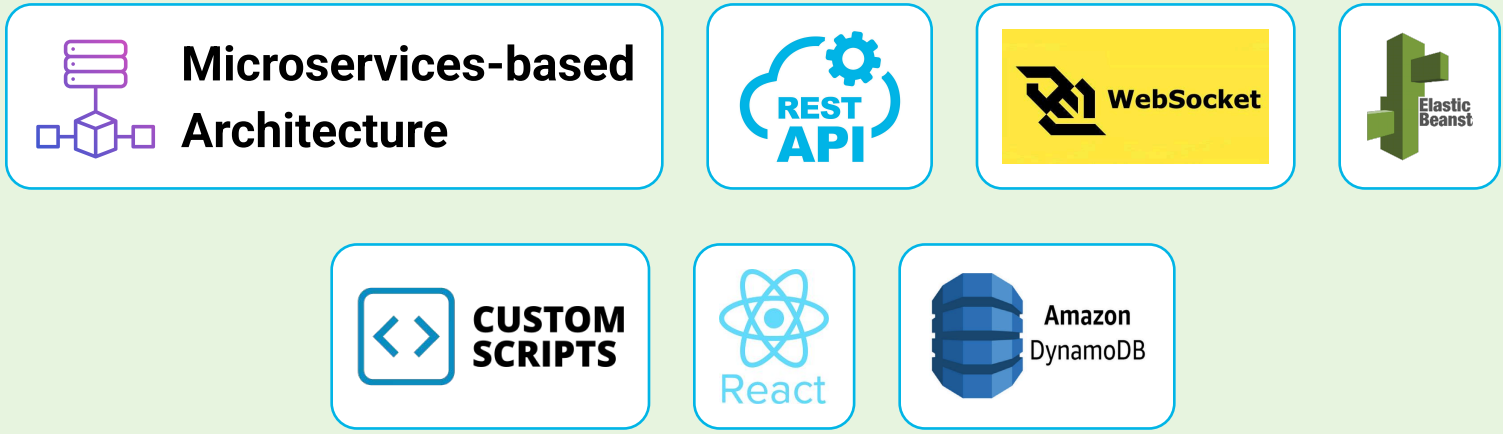
Solution Approach



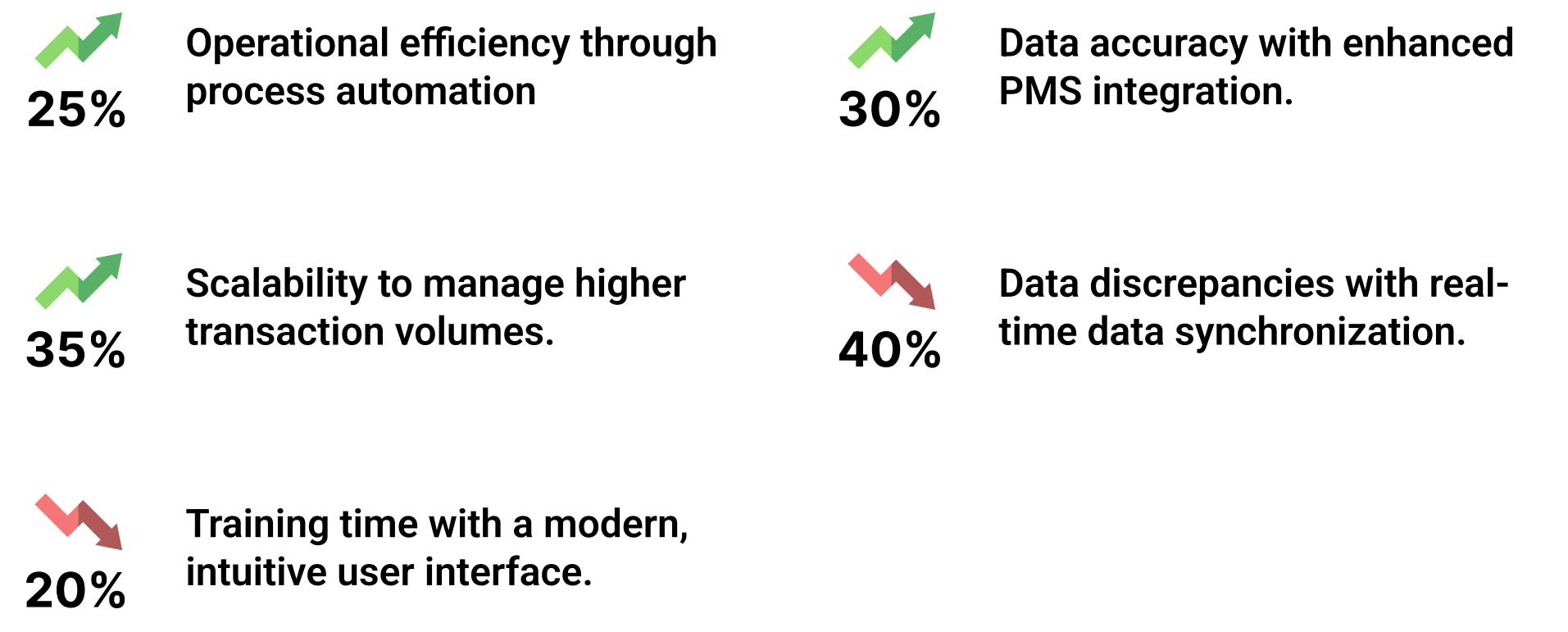
- Engineered a **microservices-based CRS** architecture for **flexible, modular integration** with **PMS platforms**.
- Developed and deployed **RESTful APIs** for seamless real-time data exchange, including reservation management, rate updates, and availability tracking.
- Utilized **WebSocket** technology and **asynchronous processing** to provide immediate updates on rates, availability, and guest information across all properties.

- Automated rate updates** and **inventory management** with custom scripts and workflow automation tools to **reduce manual intervention** and **enhance operational efficiency**.
- Leveraged **AWS** services such as **Elastic Beanstalk** for scalable application management and **DynamoDB** for high-performance, scalable data storage.
- Designed a modern, responsive user interface using **React** and **Redux**, featuring **real-time data visualization** and **customizable dashboards** for improved staff productivity.

Tech Implementation



Results



Conclusion

The modernization of the Central Reservation System for the client effectively addressed the integration challenges with Property Management Systems. By adopting a modular, API-driven architecture and leveraging cloud-based solutions, the client significantly improved data accuracy, operational efficiency, and user experience. The upgraded CRS now offers a robust and efficient solution for managing reservations and rates, ensuring a seamless experience for both staff and guests across their Sydney properties.