

CASE STUDY



Wyndham Worldwide

Challenges

Wyndham World (WYN) is one of the world's largest provider of hospitality products. Whether building a new resort in Tonga, or refurbishing condos in Aspen, managing costs is key. To help manage costs and save on taxes, Wyndham uses an internal purchasing company. While this practice saves money, it can make the workflow for project controls more complex. Wyndham uses Oracle Primavera Contract Manager and PeopleSoft Projects to manage project costs, PeopleSoft Enterprise for financial management, Maxwell for processing AR, and Sabrix for managing taxes. The challenge was to make sure that the various project stakeholders could manage their disparate responsibilities without having to jump from system to system.

Our Solution

The first step in helping any client is to listen carefully to their needs. This was particularly crucial for this project, as Wyndham had a complex set of rules for managing budgets, committed costs, AP and AR payments, and of course, taxes. In order to fully understand the issues, Partners Consulting met with Wyndham representatives numerous times, both in person and in conference calls. They learned how projects were managed in each system, and how the information in each system related to information in other systems. They then took this information and created a set of specifications demonstrating how workflows could be simplified and data integration could be automated. Once the client approved these specifications, Partners leveraged its Integration Framework technologies to quickly build a system that met Wyndham's needs.

After completing and testing the systems in house, Partners Consulting delivered the system to a test environment where the various stakeholders at Wyndham could test the system to ensure that it met their requirements. The system was delivered to production in 2006, and has been functioning smoothly ever since.

"After talking with you guys for two hours, I feel that you completely understood our system. I was impressed by how quickly your consultants grasped our complex environment" - *Tambra Craven, Manager of Financial Integrations, Wyndham Vacation Ownership*

Results

Wyndham chose Partners Consulting because Partners has expertise in Oracle Primavera products, and has completed numerous integration projects, connecting a diverse set of software systems. The Partners team is dedicated to delivering consistent results, and is continually improving its Integration Framework. By hiring Partners Consulting, Wyndham was able to focus on implementing best user practices and best workflows, leaving the technical details to Partners. The resulting system was on time and on budget, and has been meeting their needs since 2007.

