

Aitken Spence Business Solutions helps Adaaran Resorts achieve optimum performance through technical innovation

The Client

Adaaran Resorts is one of the leading hotel chains in Maldives, renowned for its unparalleled hospitality. Its resorts - Adaaran Prestige Vadoo, Adaaran Select Meedhupparu, Adaaran Club Rannalhi, Adaaran Select Hudhuran Fushi have won a number of accolades from leading tourism bodies such as the World Travel Awards.

Business Challenge

As most hotel chains in the industry, Adaaran Resorts in recent years began to see the limitation of a siloed-function operating approach and sought to develop its own business processes and information technology system. To keep fuelling bookings and international growth, Adaaran Resorts determined that it needed standardized processes and IT systems across its major business operations to inculcate the best practices for a better business performance.

How we helped

✓ Integrated reservation and property management systems

In our approach, we selected Fidelio OPERA Reservation System (ORS), a highly scalable centralized enterprise solution designed by MICROS Systems Inc., to help the client simplify IT operations. In order to create speedy data transfers, this front office system was integrated with ORACLE EBS.

✓ Centralized IT management to enable focus on key organizational initiatives

We implemented ORACLE application services and ORACLE solutions to provide the client an easier way to eliminate duplication of data entry.

✓ Increase IT operational efficiency

Through an International Private Leased Circuit (IPLC) – which is a point-to-point private line used by our team to communicate between the resorts in different islands that are geographically dispersed in the archipelago of Republic of Maldives, a high-tech end-to-end IT strategy was implemented to simplify non-core activities. In addition, remote processing of all financial back-office operations of all the resorts was undertaken through the use of enhanced IT processes.

✓ **Implementation of an Oracle IPM system**

We implemented an IPM system, which paved to securely transfer encrypted data from one location to another, which is then processed and fed directly to the IPM system. This allowed General Managers as well as accounting staffs to monitor the progress of financial processes, regardless of the location. Reviewing of financial details of accounts, expense reports and invoices could be easily done by simply drilling down into the details within the report on the IPM system.

✓ **Secure payment management solution**

Through our partnership with HSBC, we implemented a payment management solution for secure transactions as well as a H2H integration to the HSBCnet – an online platform which is designed to offer financial solutions. Through HSBCnet, the client could easily manage cash flow with real-time global access and customizable setup features which kept track of payments and receivables. This enabled payments to be done in Maldives when any authorized persons approves the payment from anywhere in the world. Furthermore, a cheque outsourcing facility was initiated through HSBC Male branch to dispatch cheques to our Male main office.

Results

- ✓ Reduced maintenance support costs
- ✓ Established solid financial controls
- ✓ Increased accounting visibility to top management
- ✓ Secured, efficient cash management solution
- ✓ Transfer of responsibility
- ✓ Raised staff productivity
- ✓ Improved employee moral
- ✓ Provided stress-free environment
- ✓ Timely information
- ✓ More management time available for core activities