



A Global Hotel Group Saves \$400K and Frees 50K Manual Hours with Intelligent Automation Solution to Streamline Rate Code Operations



The client experienced a transformative shift from manual, error-prone tasks to a streamlined, rules-based system, dramatically improving accuracy, speed, and consistency across rate management operations.

The client is a French multinational hospitality group and one of the industry's global leaders. It operates a broad portfolio of brands across luxury, premium, midscale, and economy segments, catering to various travelers and markets.

The client faced operational inefficiencies in managing room rate codes within their back-end reservation system. The process involved manually creating and modifying multiple rate codes to align with various packages and pricing strategies across direct and OTA channels. This workforce-intensive approach resulted in high operational costs and delayed rate availability. It caused revenue leakages and a heightened risk of human error in a process with a high rate on inaccuracies.

STREAMLINING COMPLEX RATE OPERATIONS WITH INTELLIGENT AUTOMATION SOLUTION

Faced with high manual workloads and low error tolerance in rate code management, the client engaged IGT Solutions to automate the creation, modification, and deletion of rate codes across internal and OTA systems, reducing manual effort and improving accuracy.

The automation solution performed the following key steps:

- **Input Handling:** Retrieved and allocated Excel files with rate parameters received via email
- **Rate Code Processing:** Created or modified rate codes across the internal and external reservation systems, based on volume and availability
- **Validation & Sync:** Verified rate parameters against existing packages and synced updates with active reservations
- **Output & Reporting:** Released an Excel-based status report to operations, confirming readiness of each rate code for go-live

IMPACTFUL OUTCOMES WITH ENHANCED ROI AND EFFICIENCY AT SCALE

The solution delivered significant business benefits for the client, saving over 50,000 manual hours annually and enabling teams to focus on more strategic activities. It resulted in an annual operational cost reduction of \$400,000, driving measurable efficiency gains. The execution speed improved by 10 times, allowing faster deployment of rate codes across systems. Most importantly, the solution ensured 100% accuracy in rate code creation and modification, eliminating errors and enhancing data reliability across all reservation channels.

AT A GLANCE

INDUSTRY

Hospitality

THE CLIENT

The client is a French multinational hospitality group.

CHALLENGE

The client's manual, labor-intensive approach to managing room rate codes across direct and OTA channels led to increased operational costs, revenue leakages, and a heightened risk of costly errors.

SOLUTION

Automated the end-to-end process—including data intake, rate code creation across reservation systems, validation, and reporting. It was deployed across internal and OTA systems.

RESULTS

- 50k manual hours saved
- \$400k annual savings
- 10X speed of execution
- 100% accurate rate code creation and modification