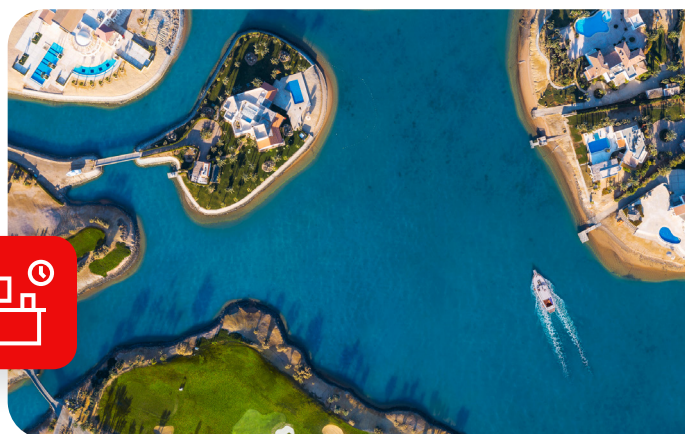


Reinventing processes in hospitality

Building AI-ready foundations at OHM



Overview

OHM drives business-led modernization with Infor SunSystems Cloud

Orascom Hotels Management (OHM) is the hospitality arm of the Swiss-based Orascom Development Holding, specializing in the management and asset oversight of premium properties and resorts. Operating a portfolio of more than 30 hotels and over 8,000 guestrooms, OHM spans Egypt, Montenegro, Oman, and Switzerland, using both self-managed and third-party brands.



Challenge

Modernize a siloed financial management system across dozens of sites and cut manual processes without disrupting guests



Infor Solution

Deliver a phased Infor SunSystems Cloud implementation, standardizing workflows and corporate architecture



Outcome

Eliminated manual adjustments, accelerated month-end closing, and established a clean data framework ready for agentic artificial intelligence (AI)



Challenge

Shifting emphasis from traditional IT KPIs to real business value



The hospitality industry has not always taken a lead role in the adoption of new technology, frequently prioritizing caution out of concern of disrupting the guest experience. For OHM, running a legacy on-premises Infor SunSystems™ 6.2 setup, the reality of increased security risks and generally moving information technology (IT) Infrastructure to the cloud could no longer be avoided.

However, OHM refused to view this as a mere technical upgrade. This was an opportunity to create the future-facing foundations that would pave the way for agentic AI.

“IT should be assessed on business KPIs, not traditional IT KPIs. I want us to be judged on how much value we bring to the organization.”

Sanjay Sharma
Chief Technology Officer
Orascom Hotels Management



The immediate goal was a scalable finance operating model that would remove operational friction rapidly. The bigger picture was to reinvent long-established ways of working. To do so, OHM recognized the need to eliminate data silos, manual Excel handling, and the paper-based day-to-day reality of managing dozens of properties.

Infor solution

Deploying with conviction to establish an open, standardized cloud



Working alongside partner Advanced Computer Technology (ACT), OHM designed a future-ready operating model to consolidate licensing and migrate operations to Infor™ SunSystems Cloud. Rather than deploying gradually site-by-site, OHM established what Sharma refers to as “an enterprise shell” containing 21 phased, re-engineered business processes that support a multi-phase rollout. Following a comprehensive pilot, Phase 1 was successfully launched across a cluster of properties, including the Steigenberger brand.

A fundamental driver behind choosing Infor was to establish an open system with seamless event-driven integration and a robust data architecture. This modern base was intentionally constructed to ensure the group is fully prepared to embed upcoming agentic AI capabilities in accounts payable (AP) and accounts receivable (AR).

“SaaS is not dead; the systems of record will always be there,” Sharma remarks. “But we need to have the right foundation for a corporation like us so that we are AI-ready.”

Outcome

Achieving marked efficiency gains and creating an AI roadmap

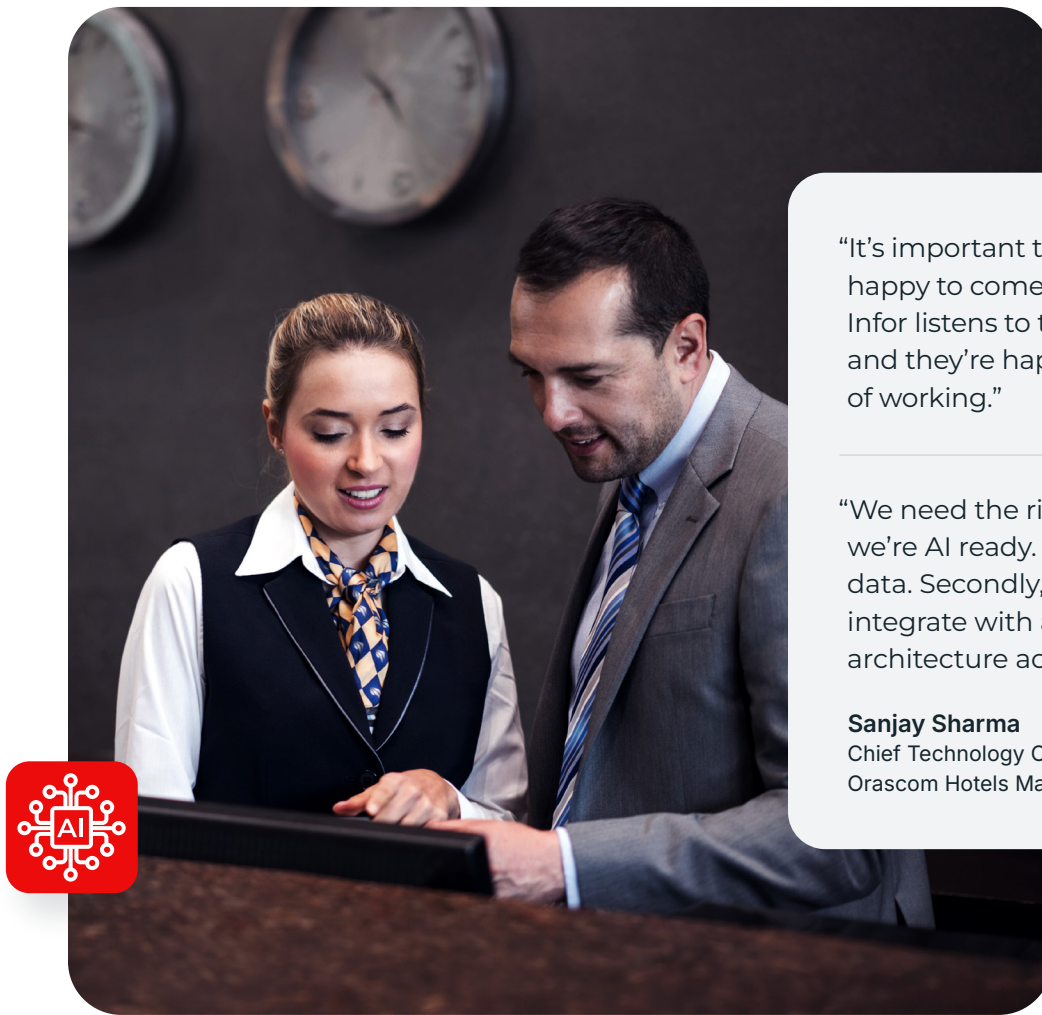


- **Delivering immediate ROI through process overhaul**
By re-engineering processes, the migration immediately unlocked visible efficiency metrics. Standardized templates reduced administrative effort by 10%–15% across business units, native bank reconciliation driven by the new module delivered a 40%–50% saving in manual effort, and transfer automation resulted in a 30%–40% faster month-end closing.
- **Eliminating manual and paper-heavy workflows**
The time needed for Tax 41 reporting has been halved by moving from manual inputs to comma-separated values (CSV) files. More broadly, OHM has seen a 40%–50% efficiency gain across planning and budgeting while eliminating manual billing and spreadsheet-based errors. It is now 30% faster for OHM to onboard new vendors with approval-based workflows.
- **Establishing a foundation for agentic AI**
With a clean data foundation in place, OHM is exploring proposed agentic use cases, achieving up to 80% accuracy in pilot workflows such as goods-received area matching. The group aims to use autonomous AI agents to dynamically capture early-payment discounts (anticipating savings of approximately 1%–3% of eligible spend), detect cross-vendor duplicate frauds, and predict late-paying defaulters to reduce days sales outstanding (DSO) by 5–10 days.

“The transformation lays the foundation for future AI-powered capabilities within finance operations, including smarter payment management, fraud detection, and improved cash flow visibility.”

Wassim Gayed
Chief Financial Officer
Orascom Hotels Management





"It's important to have partners that are happy to come on the journey with you. Infor listens to the issues we're facing and they're happy to design new ways of working."

"We need the right foundations so that we're AI ready. Firstly, we need clean data. Secondly, an ability to seamlessly integrate with an event-driven architecture across the business."

Sanjay Sharma
Chief Technology Officer
Orascom Hotels Management

About Infor

Infor is a global leader in business cloud software products for companies in industry-specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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