Executive Summary

Treebo chain of hotels is one of India’s largest group of hotels in the hospitality industry, having their presence in 80 plus cities and counting. Being one of the fastest growing chains in the sector, Treebo wanted a system that could not just help them store data but also keep a track of all their business. To facilitate this, HashedIn with its technology expertise, provided Treebo a centralized Document Management System that could store and manage all the financial and non-financial data and also provide key insights on demand.
Problem Statement

Treebo operates 400+ hotels in 80 Indian cities. The manual management across 400+ hotel chains was inefficient.

The key challenge for our client was in integrating critical data from all its hotel chains into a single platform and manage all the activities on priority. Below mentioned are some of the areas where they were facing challenges

- Keeping track of all the critical data for more than 1500+ hotels was challenging
- Generating settlements using these agreements on a day to day basis was difficult
- Keeping track of issues and concerns raised by hotel owners and the internal team was tricky

Business Requirements

Objective

Treebo wanted a centralized Document Management System to manage all the critical business data and get key insights on demand.

Key Requirements

Summarized requirements put forth by client were as below:

- To be able to upload certain Commercial Details that belonged to the Finance Managers
- Enable access to approve Workflow
- Provide access to users for Raising Tickets without any trouble
- To be able to address issues that is raised by stakeholders
- Set up a calculation module to analyse commercial transactions
- To be able to rectify transactions in case of any error

Impact and involvement of stakeholders

The Document Management System also involved bringing all the stakeholders under a single platform, hence our solution had to provide value to each of them involved:

- **Finance Managers:** Agreement and Commercial data management
- **Hotel Admins:** Resolve issues raised by property owners
- **Operations Manager:** Track and approve commercial details through workflow
Our Solution Structure

We built a one-stop shop solution called “Partner Portal” for all their property owners. With this, the Property owners could log in, see their agreement details, view financial transactions, and monthly settlements. They could also raise tickets for any financial discrepancy.

The application addresses the issues in tracking Operational & Financial Activities such as:

- **Upload Commercial Details** - As a member of Treebo financial team, Users can upload agreement and commercial details as a CSV to the portal.

- **Approval Workflow** - As Treebo Admin, Users have an approval workflow so that any changes to the commercial details are approved, logged and tracked.

- **Raise Tickets** - Depending on the permissions, users can raise tickets if they believe that the monthly statement or the commercial document has errors or omissions. They can mark/highlight the line item or field that has an error and create a ticket.

- **Address Issues** - Users with Admin access can address tickets that were raised by property owners or their agents. Kapture CRM is used to address the tickets.

- **Easy Calculations of commercials** - Due to multiple types of agreements with different hotel vendors, system have configurable calculation module to calculate the commercial with each hotel along with all taxes.

- **Rectify Transactions** - If it is determined that transaction(s) or commercial agreement has an error, users with admin access can rectify the transaction in place. This is logged and tracked.

Solution Dynamics and Interactions

The project code was named Marvin, and was built as a primary interface for all partners of Treebo. The contract and commercials are all maintained and tracked through its own MySQL database. It has an admin panel where once a contract is signed between Hotel owners and Treebo, all calculations and commercials get tracked. This admin panel was Completely Django based through the Django UI template was customized as per designs shared by Client.

It also has an inbuilt grievance management system, which is integrated with Treebo’s support channel through RESTFul APIs. All comments, attachments, and workflow of all grievances are maintained in original ticketing system of Treebo. The systems were in sync real time.

Marvin is also integrated with CRM through CRM’s RESTFul APIs. So if there is any transaction happening on Marvin, the customer information goes into CRM. Marvin was integrated with Treebo’s internal performance management system, to provide a single executive dashboard view of all the commercial details of the hotel owners.
The entire infrastructure was hosted on AWS Elastic Beanstalk. High availability and Load balancing capability were inherited from AWS with deployments in multi-AZ. VPC was used along with NAT servers to ensure the security of the infrastructure.

User Interface

We worked on Django templates and AngularJS v1.0 based UI for admin and partner respectively. Designs were provided by the client and we had to implement and integrate the UI with Django based API platform.

Technology Stack

- Backend - Django
- Frontend - ReactJS
After implementing our Partner Portal Solution, Treebo was able to manage all of their agreements and financial data. The Treebo users with admin access were also able to track all the issues raised by the hotel owners and address them without any hassle. This system cut down the client’s operating cost by 10% and also saved 30% of their time that was spent on retrieving and managing data.

HashedIn has helped many promising firms across the globe by building customised solutions to give the users a completely hassle-free experience. Kindly let us know if you have any specific problem/use case, where we can provide more information or consult you.

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