



Accelerating Digital Transformation at **One Hospitality** with Oracle Fusion





Abstract

One Hospitality, a premium hospitality service provider based out of Abu Dhabi, UAE, embarked on a strategic digital transformation initiative to streamline its financial, supply chain, and human resource operations. The company sought a robust and scalable cloud-based ERP solution that could enhance efficiency, improve decision-making, and standardize operations across its luxury hospitality initiatives.

Faced with legacy systems that were fragmented and inefficient, One Hospitality partnered with Clover Infotech to implement Oracle Fusion Applications (Financials, SCM, and HCM).

Leveraging its deep expertise and proprietary automation accelerator, Clover PRESTO™, Clover Infotech successfully completed the implementation and enabled One Hospitality to go live within just four months.

About One Hospitality

One Hospitality, established in 2015 and headquartered in Abu Dhabi, has emerged as a leader in premium hospitality services. The company specializes in bespoke catering, housekeeping, food and beverage (F&B) management, logistics, transportation solutions, and quality assurance. Committed to delivering exceptional experiences, One Hospitality combines tradition with innovation to redefine luxury in the hospitality sector.

One Hospitality is at the forefront of digital transformation in the hospitality industry. By embracing cloud solutions and innovative technologies, it wants to enhance their operational efficiency and customer satisfaction. These innovations align with their mission to provide exceptional service while maintaining a competitive edge.

By combining innovation with tradition, One Hospitality continues to set benchmarks in the UAE's thriving hospitality sector.





Business Challenges & Key Drivers For Transformation

1. Complex and Manual Inventory Management

The hospitality industry relies on four key inventory categories, each with distinct tracking, replenishment, and usage requirements. One Hospitality was managing these manually, leading to inefficiencies and errors:

- **Market List Items:** Includes daily orders of perishable items such as fruits, vegetables, dairy, meat, and fish. The short shelf life and fluctuating demand made it difficult to optimize procurement and reduce wastage.
- **Dry Goods:** Comprising non-perishable food items such as spices, salt, sugar, and grains. Manual tracking led to stockouts or over-ordering, impacting both cost and operational continuity.
- **Operating Equipment:** Includes cutlery, chinaware, linen sheets, towels, and other frequently used items. Keeping track of breakage, wear-and-tear, and replenishment was cumbersome.
- **Assets:** Covers kitchen equipment such as ovens, refrigerators, stoves, and heating appliances. Tracking maintenance schedules and asset lifecycles was inconsistent, leading to inefficiencies.

Manual inventory tracking made procurement decisions reactive rather than strategic, often resulting in stock shortages, wastage, and increased costs.

2. Siloed and Inefficient Legacy Systems

- The financial, supply chain, and HR functions were running on disparate legacy and outdated applications, leading to inefficiencies in budgeting, forecasting, reporting and overall decision-making.
- Manual reconciliation and duplication of data across different departments caused delays and errors.

3. Limited Visibility and Control

- The absence of a centralized procurement and inventory management system made it difficult for leadership to get real-time insights into stock levels, procurement trends, and overall inventory costs.
- Decision-making was based on outdated and inconsistent data.

4. Scalability and Compliance Challenges

- One Hospitality's existing systems lacked the flexibility to scale and support future expansions.
- The organization needed a cloud-native ERP that complied with local regulatory requirements and could integrate seamlessly across its current and upcoming properties if it intends to scale further.



Clover Infotech's Approach & Implementation Strategy

Recognizing these challenges, Clover Infotech positioned Oracle Fusion Applications as the ideal solution to unify and modernize One Hospitality's operations.



MODULES IMPLEMENTED

Human Capital Management

Core HR
Payroll
Absence Management
Oracle Time & Labor

Supply Chain Management

Supplier Portal
Sourcing
Procurement
Inventory Management

Financials

General Ledger
Accounts Payable
Accounts Receivable
Cash Management
iExpense

INTEGRATIONS

Bank Integration
Time & Attendance System

The implementation strategy was structured around three key phases:

1. Strategic Solution Design & Convincing the Stakeholders

Clover Infotech's team worked closely with One Hospitality's leadership, demonstrating:

- How Oracle Fusion would unify financials, SCM, and HCM processes across the various initiatives/ properties under its hospitality arm.
- The benefits of automation and AI-driven methodologies that would eliminate manual processes and accelerate the modernization of their operations with Oracle Fusion
- A roadmap that ensured a seamless transition with minimal disruption to ongoing operations.
- Hospitality-focused Customizations:
 - Automated reorder points for perishables to minimize wastage while ensuring availability.

- AI-driven economic order quantity (EOQ) tracking for dry goods, ensuring optimal stock levels.
- Lifecycle management and predictive maintenance alerts for assets and operating equipment.

2. Rapid Implementation with Clover Infotech's in-house Oracle Fusion Accelerator - Clover PRESTO™

Clover PRESTO™ is Clover Infotech's AI-powered automation accelerator that fast-tracks Oracle Fusion deployments.

Clover PRESTO™ enabled:

- Pre-built test cases and configurations based on prior implementations, reducing setup time.
- Automated data migration tools, ensuring seamless transition from legacy systems.
- AI-powered validation and testing, ensuring system reliability before go-live.

With Clover PRESTO™, Clover Infotech reduced the deployment timeline to just four months, a record implementation pace for a transformation of this scale.

3. Ensuring a Seamless Transition & Change Management

Clover Infotech ensured:

- Minimal disruption to business operations by implementing the solution in phases.
- Comprehensive training programs for One Hospitality's finance, procurement, and HR teams, enabling seamless adoption and an immersive user experience.
- Round-the-clock support post-go-live to resolve queries and ensure optimal system performance.
- With Clover Infotech's well-established Oracle Fusion Managed Services support, One Hospitality can leverage all further enhancements of Oracle Fusion to enhance the ROI and 'value' from this implementation in the future.



The Value

1. Automated and Centralized Inventory Management

With the Oracle Fusion implementation by Clover Infotech, One Hospitality has **eliminated manual inventory tracking** across its four key inventory categories. Oracle Fusion's AI-driven analytics and automated replenishment rules have enabled:

- **34% reduction in perishable food wastage** through automated procurement forecasting.
- **20% optimization in stock levels** for dry goods, improving purchase planning.
- **More than 70% reduction in manual tracking efforts** for operating equipment, ensuring timely replacements. The goal is to eliminate human intervention completely within a year.
- **100% compliance with maintenance schedules** for kitchen assets, reducing downtime and unplanned expenses.
- **Timely Alerts and Notifications** to ensure that One Hospitality is always well-stocked while there is minimum wastage.

2. Real-Time Decision-Making with Advanced Analytics

With **Oracle Fusion's real-time analytics and AI-driven insights**, One Hospitality's leadership teams now have complete visibility into inventory costs, procurement trends, and vendor performance. This enables them to enhance operational efficiency, place controls, monitor budgets,

3. Enhanced Operational Efficiency

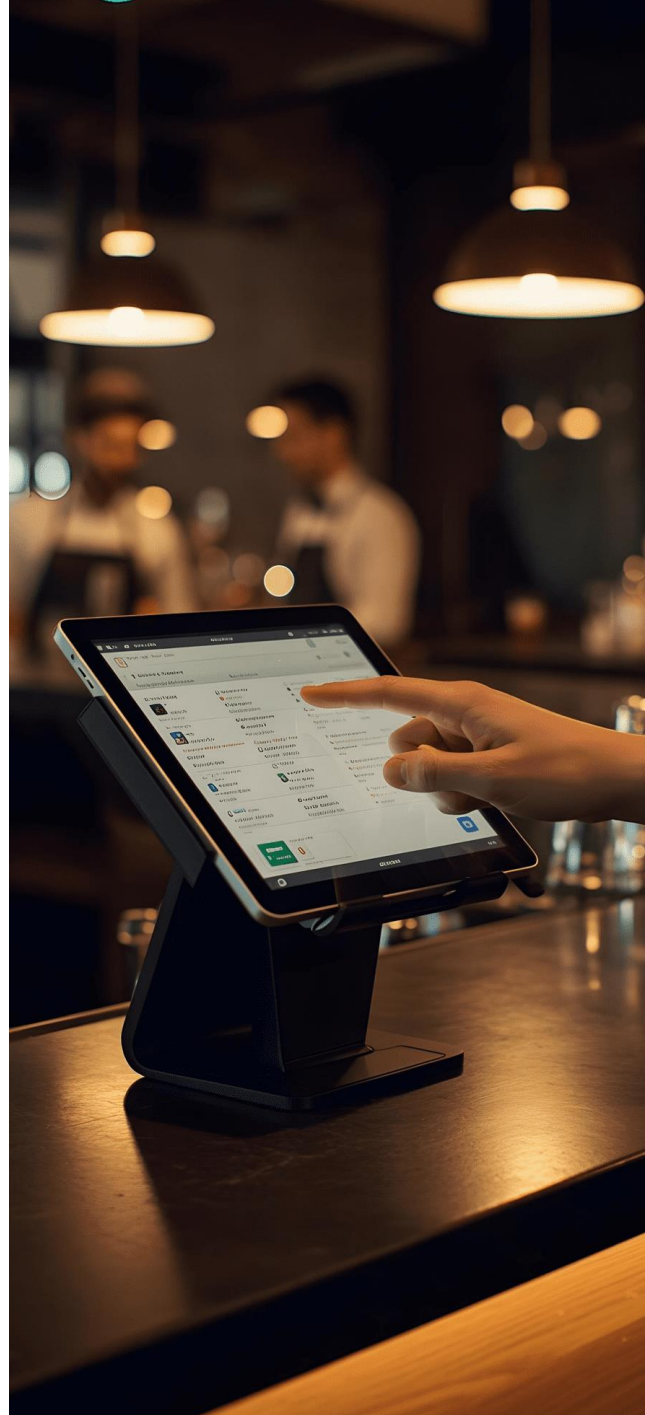
- **Automated financial reconciliation** has reduced manual errors and processing time.
- **Standardized procurement workflows** accelerated vendor approvals.
- **AI-powered alerts** ensure timely restocking of perishable / non-perishable inventory.
- **Dynamic asset tracking** has eliminated unexpected equipment failures, leading to **15% cost savings on emergency repairs**.

4. Scalable and Future-Ready Digital Transformation

The cloud-based nature of Oracle Fusion ensures that One Hospitality can seamlessly scale its operations across new properties without infrastructure constraints. With Clover Infotech as a partner, it can also seamlessly implement new and exciting features in AI (including GenAI and Agentic AI) if required as and when Oracle releases these features in the newer versions of Oracle Fusion and consistently enhance ROI and value from Oracle Fusion in the future.

Commenting on the development, Salim Alsili, Chief Administration Officer, One Hospitality said,

"Partnering with Clover Infotech for our Oracle Fusion implementation is a strategic move to modernize our operations and adopt industry best practices. Their expertise across sectors including hospitality and their collaborative approach were key factors in our decision. We are confident that this partnership will significantly boost our organizational performance, streamline our processes, and enhance growth and efficiency."



Conclusion

The successful four-month Oracle Fusion go-live at One Hospitality stands as a testament to Clover Infotech's expertise in rapid ERP implementations. By leveraging its deep domain knowledge, proven accelerators such as Clover PRESTO™, and a structured deployment approach, Clover Infotech has enabled One Hospitality to achieve operational excellence and future-proof its business.

This case study underscores Clover Infotech's capability to deliver Oracle Fusion implementations efficiently, helping businesses transform digitally while minimizing disruptions.

Why Choose Clover Infotech for Oracle Fusion Implementations?



Proven Expertise

10+ years of experience in Oracle Fusion implementation



Industry Experience

Experience in digital transformation for hospitality.



Accelerated Deployment

Clover PRESTO™ ensures faster go-live timelines.



End-to-End Support

From consulting, implementation to post-go-live assistance.



Tailored Solutions

aligning with the unique needs of hospitality industry.



Towards Global **Transformation**



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