

Improving Hospitality Property Management Systems with Data Consolidation

Speaker 1 (00:03)

The next finance project I consented that ISO I did not work on the solution but I was part of the architect initial architect technical solution and understanding the doing the Eda of the data understanding it and creating the business requirements and you know creating the solution or proposing the solution to the client So this was from another

Speaker 2 (00:33)

I'll

Speaker 1 (00:34)

And the data here was from another real estate So this was not commercial realistic this was basically in the hospitality industry industry so basically hotels and This client what they were doing is they wanted us to do Do this Again in the account receivable site they wanted us to So this was their system they had a daily income journal income journal which was on something called PM ssm property management system and this would basically took record of everyday financial activity that was happening at the property now the client that we were working for was those a client was overseeing multiple properties So they had multiple properties and rhythm and different types of tenders they had that's property for some they had full service for some they had only partial service where they took certain parts of the certain services of the property and they were handling

Now in general what they wanted us to do was to Right so this was the process before I explained whatever possible they had

Speaker 1 (01:52)

something called daily income journal which was basically everyday transaction that was recorded you know on their property management system and at the end of the day they consult they consolidated all of this into different categories so they had segments that's called segment so they had predefined segments and every transaction was Put into different segments and consolidated over And after consolidate you know this was basically hosted onto a general agenda but generally And all the money that was or all the financial information was then you know

Speaker 2 (02:39)

From

Speaker 1 (02:40)

Either deposited in the bank or credit in the bank and so on so when the bank statements came in right we had to take the bank statement we had to reconcile that with everyday the daily segmented information and we had to convert the open ledges into close ledges saying that the cash has been written said So this was the problem statement the requirement of the client and this was what we basically solution right so the data that we were getting the bank statement data they were all in the Bai to format so we Build the BI to form a converter we also Basically We also you

know design the enturent solution from taking the data from their daily income segmenting them into standard segments that they have they are using and here in the segmentation process you know there were a lot of descriptions in the data they gave us so we had to identify the discrimination was then using code and there was no you know structure to the code at least across properties and so on there was no proper structure

Speaker 1 (04:17)

to it you know one code could mean something and one property another the same code format could mean something else and another property also so we had to consider a lot of different factors for segmentation this itself was a problem in itself and we had to use AI to understand the rules that we were identifying or the patterns that we were identifying And we had to train AI to you know Recognition patterns so that we can standardise segmentation part so this was one of the solutions so after the segmentation is done then we had to take the open legend that was being posted from the daily income data then take the bank statement information we had to do the gash reconciliation against this the open legend data and the bank transactions and then you know once the recensation is completed we had to basically do the journal posting ourselves for the close general for the closed lecture we had to do the journal posting ourselves and they already had a journal format in the Oracle gl we

Speaker 1 (05:35)

took the same format we identified all the piece that were being populated in this from where they are being populated and we created an automated pipeline to you know populate the closed general

Speaker 2 (05:50)

So

Speaker 1 (05:51)

This was more on a day exploratory data analysis and initial architect you know solution architecture process is what I worked on the data that I worked on it was interesting it was mostly financial data with codes and with you know a lot of mainly a lot of codes were involved like financial codes gl codes and account numbers and account codes and so on and also I got to learn a lot about accounts receivable the process how it works and what daily implementation was and so on This was the other finance project that I worked on it constantly so here we again used AI It was although although it was a very clear end-to-end software solution software business solution here with the you know rise in AI clients wanted AI India solutions so we added AI agents here Mainly for the segmentation part there was an agent then for the reconciliation part we had both rule-based and AI based reconcile and we also added human in the loop you know in the workflow so whenever there was doubt we use the AI

Speaker 1 (07:20)

to recommend something and we allowed the human to you know clarify multiple options that were possible for a

particular you know vacation learning in terms of something so there were human in the loop Pipelines also