



# Major Hotel Chain Merger Successfully Executed with Cutover

17 systems

458 releases

20 million lines of code

**\$140 Million**

spent on software development

Events involving

**500 people**



## PROBLEM

### How to manage the merger

Two major hotel chains underwent a merger that involved 17 systems which had 100 million external users and 300,000 internal users. The merger required 458 releases, 20 million lines of code, and \$140 million spent on software development.

For such a complex initiative, a powerful, collaborative tool was required to bring together all the data and tasks in one place.



## SOLUTION

### Orchestration of the entire process

The hotel chain started the merger using manual processes but adopted Cutover eight weeks before the first major go live. Cutover enabled them to properly prepare and manage a complex set of interdependent

technology. All tasks were managed to the second and progress could be monitored by stakeholders while task orchestration and reporting was automated. Cutover eliminated manual processes and provided incident governance.

Some of the events in the merger involved up to 500 people and they used Cutover to rehearse events and continuously refine plans, which had previously been impossible. The visibility into processes allowed teams to better understand progress during the event while the automatic audit trail recorded everything that happened.



## RESULT

### **Merger success**

The cutover activities were simulated multiple times and the actual cutover weekend was a huge success. The biggest benefit was continuous improvement: all tasks, releases, and communications were logged in real time for analysis and improvement and to provide evidence to executives.

The users and those running the event commented that the merger could not have gone as smoothly without Cutover.