

# Finance transformation and application support at Marriott

  
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Accenture is helping Marriott implement and support its Oracle-based Enterprise solutions.

The program is enabling consistency across the globe and saving Marriott millions of dollars in support costs annually.

## Jeff Golding, Vice President, Global Information Resources, Marriott

Marriott International is a global hospitality company and has a lot of different brands of hotels to cater to the different needs of customers around the world.

### Business challenge

Marriott being a global company, a lot of our core processes have to obviously work across many organizations and with people located across the world. So the result of that is we're working towards more enterprise solutions, more consistent business processes and we've partnered with Accenture in the financial process area and financial system area for now probably over 10 years. Implementing enterprise applications, going through those transformations and then also helping to establish not only the technology, but the corresponding processes and financial shared service centers.

### Why Accenture?

So the decision to pick Accenture, the industry expertise has now been a bit of a value add proposition for us, as well as proven expertise in the actual technologies and applications we were implementing as well as best practices and financial shared service centers and financial business processes.

### How Accenture helped

So we've partnered with Accenture to help work on financial systems and process initiatives as well as kind of ongoing production support and tried to implement enterprise level processes and systems to then take advantage of more consistency across kind of a global organization. And with that I think all of the initiatives were delivered on time and on budget, delivering the expected results.

In partnering with Accenture, we've seen the opportunity of increased use of offshore resources to drive our ongoing production support costs down and we've seen multiple millions of dollar benefits of that per year. So we've definitely taken advantage of that. It's not all offshore, it's a nice blend of onshore and offshore to keep the interactions or relationships we want, but yet leverage the cost model of using offshore resources.

#### Our thanks to:

Jeff Golding, Vice President, Global Information Resources, Marriott

### About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 223,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$21.6 billion for the fiscal year ended Aug. 31, 2010. Its home page is [www.accenture.com](http://www.accenture.com).

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