CASE STUDY Hospitality analytics | AZURE SYNAPSE | POWER BI

Centralized hotel reporting on Azure for same-day business reviews.

A luxury hospitality group in Southeast Asia could not combine data from many systems and file types, so reports took days. Krish built **one analytics platform on Microsoft Azure**. Leaders now see key metrics **within hours**.

CLIENT: A LUXURY HOSPITALITY GROUP IN SOUTHEAST ASIA

BEFORE

Weekly

Reports were refreshed weekly, which slowed responses to performance changes

AFTER

Daily

Dashboards track revenue, bookings, occupancy and guest satisfaction every day

SOURCES

3

Flat files, SharePoint lists and SQL databases brought into one platform

CLIENT BACKGROUND

The client operates a **large number of hotels, resorts and serviced apartments** across Southeast Asia.

Each property tracked occupancy, revenue, costs and guest satisfaction in different tools and local systems. Data was spread across countries, languages and formats, so leaders had no single, clear view of performance.

BEFORE
Data spread across files and systems
Manual cleansing in Excel, weekly reports

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AFTER
One Azure analytics platform
Synapse, Data Factory and Power BI

THE CHALLENGE

Data silos across systems
Critical data sat in flat files, SharePoint lists and SQL databases.

Delayed access to insights
Weekly refreshes limited how fast teams could respond to change.

No single view
There was no central view of operations, occupancy, finance or guest experience.

Manual ETL pipelines
Data was cleansed and combined by hand in Excel, with no automation or lineage.

Inconsistent file formats
Non-standard tab-delimited text files caused data inconsistency.

Many countries, many formats
Data came in across countries, languages and local systems.

WHAT WE DELIVERED

01 **Ingestion from every source** — SYNAPSE PIPELINES
Synapse pipelines load SharePoint lists, flat files and SQL databases every day.

02 **Staging in the data lake** — ADLS GEN2
Raw data lands in Azure Data Lake Storage Gen2 before it is transformed.

03 **Automated cleansing and transformation** — DATA FACTORY
Data Factory data flows handle conversions, deduplication and quality checks.

04 **Centralized SQL pool** — SYNAPSE
A Synapse SQL pool holds models for occupancy, revenue, guests and loyalty.

05 **Secure semantic model** — ANALYSIS SERVICES
Row-level security limits data by hotel location and management role.

06 **Power BI dashboards** — POWER BI
Role-based dashboards for finance, operations and executive teams.

RESULTS

Faster reporting cycles
Refresh time down to a few hours, for same-day reviews.

Improved data governance
Clear data controls and audit trails build trust.

Wider data visibility
Key metrics shared across departments in one place.

AI-ready data foundation
Ready for future forecasting and advanced analytics.

Built to scale. New properties can be brought onto the same platform as the group grows.

TECHNOLOGIES USED

- Azure Synapse Analytics
- Azure Data Factory
- Azure Data Lake Storage Gen2
- Azure Analysis Services
- Power BI
- SharePoint Online (source)

FINAL PERSPECTIVE

Krish delivered a **scalable Azure analytics platform** that unified complex hospitality data, sped up reporting and gave leaders timely, dependable insight for faster decisions.

Reports scattered across many systems?
Talk to a Krish data and analytics engineer.

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Read this case study online: krishservicesgroup.com/case-study/centralized-reporting-for-a-hotel-group-with-azure-synapse/