

# Customer **SUCCESS** story



Starwood Vacation Ownership (SVO), a division of Starwood Hotels & Resorts Worldwide, Inc., develops and operates luxury time-share resort properties in the U.S., Bahamas and the U.S. Virgin Islands. Within the U.S., its resorts are located in key vacation destinations including central Florida, Colorado and Hawaii.

Recently, SVO broke ground on the development of two time-share resort properties in Hawaii, including The Westin Princeville Ocean Resort Villas and The Westin Kaanapali Ocean Resort Villas located on the islands of Kauai and Maui, respectively. The development of both properties required the coordination of several third-party contractors who worked remotely from different Hawaiian islands.

SVO relies on Oracle Primavera Contract Management software to manage its construction projects, but did not have the internal IT support or Primavera system level expertise to share this software securely among the various teams involved. SVO needed a way to strategically control the project management functions by connecting all of the parties involved on a secure and easy-to-use collaboration system.

## The solution

Hawaii Operations SVO turned to LOADSPRING to provide Oracle Primavera Contract Management application hosting capabilities in order to effectively connect its dispersed project team members. LOADSPRING delivered, within one week, its *SpringBoard Portal™* online application management system, allowing real-time project coordination and the ability for team members to share applications and data no matter where they are located.

Additionally, LOADSPRING's *SpringBoard* has 128-bit encrypted authentication, making communications between project team members not only easy, but more secure than ever before.

LOADSPRING's *SpringBoard Portal* became the platform of choice for Starwood Vacation Ownership's use of Primavera Contract Management software. As a result, SVO is now:

- Improving timeline and deadline completion by standardizing dispersed teams on one central set of applications and data.
- Increasing security by enabling remote connectivity by third-party contractors without posing a threat to the internal network.
- Protecting the confidence of its partners by fulfilling expectations and requirements for Primavera application performance with system level expertise.



*"We were extremely impressed with LOADSPRING's ability to fully support our Primavera application; and in fact, after only a few weeks of seeing the benefits of the SpringBoard Portal we more than doubled the number of users on the system."*

**Jim Neely**  
Director Hawaii Operations