

Hospitality Case Study - \$323,571 in annualized savings

This client has over to 20 luxury hotels located in the US providing a four diamond experience for their guests.

Each hotel managed their own P&L and acquired their own copiers as this provided greater autonomy for the hotels to work with a local copier vendor with whom they could build a dependable relationship.



The key challenges faced by corporate purchasing:

- **Not wanting to interfere with trusted relationships** that each hotel had with their local copier vendor and potentially compromise service levels
- **Not having sufficient time to develop a detailed & comprehensive RFP**
- **Some of the hotels in this project were managed properties & not owned by the client.**

By working with BottomLine Advantage the client's corporate procurement team was able to achieve the following outcomes:

- **Released a detailed and comprehensive RFP** while investing minimal time and resources
- **Selected the best vendor solution based on highly detailed qualitative and quantitative data** collected through the RFP process executed and managed by BottomLine Advantage
- **Addressed concerns related to maintaining service levels for each hotel** by requiring the winning copier vendor to approve a Service Level Agreement that clearly articulated service metrics along with significant financial penalties for failure to meet/exceed desired performance levels
- **Secured support of the managed hotels' ownership teams** by guaranteeing savings up-front and presenting the details of a National Copier Program developed by BottomLine Advantage
- **Over 100 copiers have been migrated to the National Copier Program** reducing each hotel's copier expense by an average of 33.7%
- **Quarterly customer satisfaction surveys show a high level of user and departmental satisfaction**
- **Realized \$323,571 in annualized savings**

ROI on this project was \$ 64,714/ Client Hour