GEP SMART



CASE STUDY

Case Study

LEADING HOTEL CHAIN BOOSTS PROCUREMENT EFFICIENCY WITH GEP SMART

The client is a global hotel and leisure company that owns, operates and manages hotels, resorts, spas, residences and vacation properties. It employs a workforce of more than 150,000 across 1,300 properties around the globe and generates annual revenues of more than $3 billion. The client could not use its high transaction volumes and group-wide material requirements as a negotiation lever due to its highly fragmented procurement process.

OBJECTIVES	ACHIEVEMENTS	RESULTS
• Transition from manual processes to higher levels of automation and efficiencies • Transform the procurement function to streamline the entire global procurement process and facilitate higher collaboration • Implement a procurement platform to enable strategic sourcing, manage contracts, manage suppliers and increase compliance	• Established an organization-wide procurement strategy and organizational structure aligned with the client's business goals • Implemented a strategic sourcing roadmap to drive significant savings in the short term and achieve corporate goals • Implemented a procurement support infrastructure – acquiring resources and tools • Assessed the client's technology requirements and implemented best-fit solutions	• Streamlined procurement operations with central processes and system, allowing complete benefits of technology adoption for the enterprise • Over $3 billion in spend actively managed • More than 3,000 contracts implemented • More than 2,500 projects in project management module • More than 300 sourcing events conducted • More than 16,000 suppliers onboarded

Limited Automation, Limited Efficiencies

At the outset, the client's setup was driven by manual processes which allowed very limited automation and collaboration. Manual processes for sourcing and savings project management often compromised group-wide visibility into procurement processes.

Implementing a global procurement transformation strategy with technology as the enabler would help the client achieve higher levels of automation and efficiencies. The client sought a technology solution that could assist in strategic sourcing and streamline the contract and supplier management processes.



GEP INSIGHT DRIVES INNOVATION



Technology Implementation from Scratch

Following detailed evaluation of multiple procurement technologies, the company chose to implement the SMART by GEP® unified procurement platform, as it had the capabilities to streamline the end-to-end procurement process. GEP helped the client transition from manual to automated processes for their procurement operations. The pre-implementation stages involved:

- Assessing the existing organizational effectiveness and competencies
- Developing an organization-wide procurement strategy and designing the right organizational structure aligned with business goals
- Implementing a strategic sourcing roadmap to realize significant short-term savings while achieving corporate goals
- Reviewing technology requirements and setting up a procurement support infrastructure to acquire the necessary resources and tools

Once the procurement framework was established, SMART by GEP was deployed for the client at every center across the globe. During implementation, large volumes of data were successfully migrated to the SMART by GEP platform. Also, to support the global nature of the client's business, this technology deployment was configured to be multilingual – the client could conduct auctions and receive support in different languages. In addition, suppliers could connect to the software using the client's portal, which helped in streamlining sourcing processes.

>$3 billion in spend actively managed annually

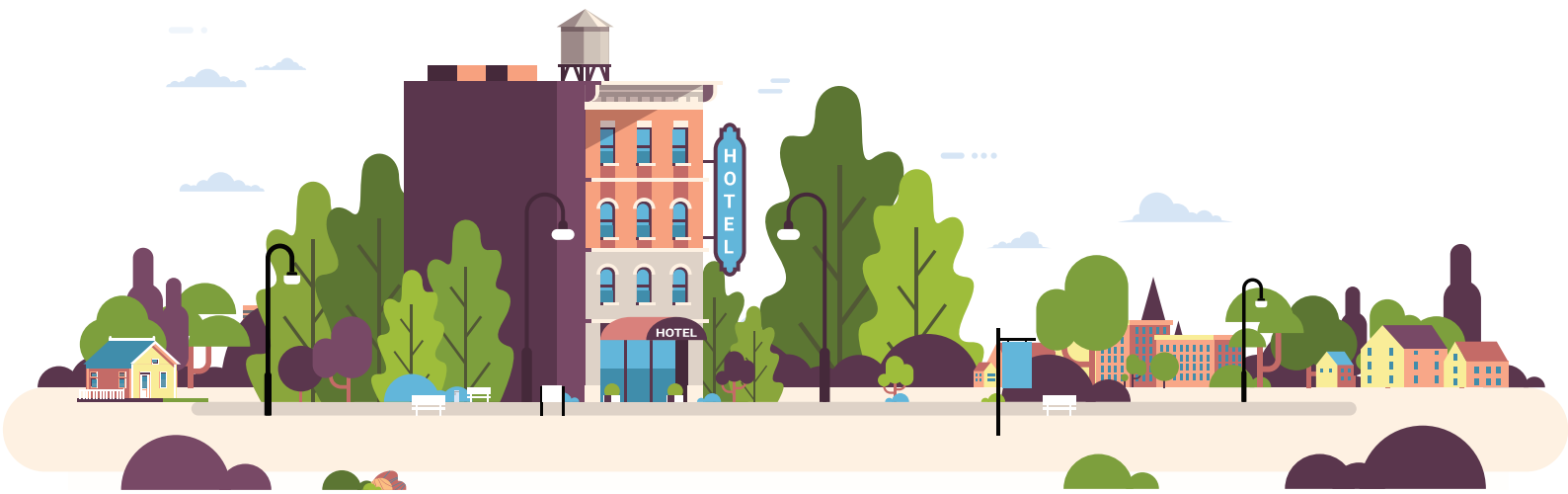
>16,000 suppliers on the platform

300+ sourcing events

Greater Adoption, Greater Impact

Implementing the SMART by GEP unified procurement platform helped the client streamline its procurement operations with centralized processes and automation tools. The ease of use and consequent high rate of user adoption helped the client onboard more than 16,000 suppliers and conduct 300-plus sourcing events. The client has initiated more than 2,500 projects using the Savings Project Management tool and also actively manages in excess of $3 billion in spend using the SMART by GEP platform. Besides these, the platform also helps the client manage more than 3,000 contracts and enhance contract compliance.

Overall, the enterprise-wide implementation of SMART by GEP helped the client transform its end-to-end procurement operation and drive higher efficiencies.



GEP helps global enterprises operate more efficiently and effectively, gain competitive advantage, boost profitability, and maximize business and shareholder value.

Fresh thinking, innovative products, unrivaled domain and subject expertise, and smart, passionate people — this is how GEP creates and delivers unified supply chain solutions of unprecedented scale, power and effectiveness.

Named a Leader in Gartner Magic Quadrants, Winner for Best Procurement Software and Best P2P Provider at the World Procurement Awards, Best Procurement Consultancy at CIPS Supply Management Awards, and Best Provider at the EPIC Procurement Excellence Awards, GEP is frequently honored as an innovator and leader in source-to-pay direct and indirect procurement software by Gartner, Forrester, IDC, Procurement Leaders, Spend Matters and CPO Rising.

GEP is also ranked leader in managed procurement services (procurement outsourcing) by Everest Group, NelsonHall, IDC, ISG, HfS and IAOP. In addition, the primary research firm in the management consulting sector, ALM Intelligence, ranks GEP leader in procurement strategy and supply chain consulting.

With 21 offices and operations centers in Europe, Asia and the Americas, Clark, New Jersey-based GEP helps enterprises worldwide realize their strategic, operational and financial objectives. To learn more about our comprehensive range of software and services, please visit www.gep.com.

GEP SMART™

GEP SMART is an AI-powered, cloud-native software for direct and indirect procurement that offers comprehensive source-to-pay functionality in one user-friendly platform, inclusive of spend analysis, sourcing, contract management, supplier management, procure-to-pay, savings project management and savings tracking, invoicing and other related functionalities.

GEP NEXXE™

GEP NEXXE is a unified and comprehensive supply chain platform that provides end-to-end planning, visibility, execution and collaboration capabilities for today's complex, global supply chains.

Built on a foundation of big data, artificial intelligence and machine learning, GEP NEXXE is next-generation software that helps enterprises make supply chain a competitive advantage.

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