

Hilton Hotels Corporation

On-Demand E-Procurement Solution Enables Global Enterprise To Simplify Supply Management Issues Around The World

CHALLENGES

- › Diverse hospitality properties in over 80 countries each with different supply management needs and issues
- › Integrate a sophisticated, yet easy to use e-procurement solution that works with existing company software
- › Ability to simplify the procurement process with a one-touch software-based system across a host of hotel properties for optimized supply chain management
- › Enable different properties to easily access the electronic procurement system within a secure, flexible, real-time system



SOLUTION

- › Birch Street Systems' Software provides electronic hosting and maintenance for Hilton Hotel Corporation's Supply Management division online procurement portal

BENEFITS

- › Streamlines procurement and back office automation processes
- › Flexible, on-demand purchasing capabilities allow for one-click access to suppliers, budgets and order processing information around the clock
- › A cost-effective, secure, robust time-tested solution
- › Scalable solution perfect for scope of Hilton properties
- › Customizable system solution includes an advanced enterprise-class multi company subsystem that can model the most complex corporate hierarchy and structure
- › Suppliers can now easily maintain and update their online catalogs saving time and resources
- › Streamlined reporting and analysis capabilities built-in to arsenal of software tools

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BACKGROUND

Hilton Hotels Corporation (NYSE:HLT) is a highly respected international leader in the hospitality industry with nearly 2,800 hotels and 485,000 rooms in more than 80 countries, with 150,000 team members worldwide. To date, more than 2,300 hotels are owned, managed or franchised in the USA with a portfolio of some of the best known and highly regarded hotel brands including Hilton®, Conrad®, Doubletree®, Embassy and The Waldorf=Astoria Collection®. Providing its family brands of hotels access to comprehensive, value-based supply management solutions has been the primary objective of the Supply Management division of Hilton Hotel Corporation (HCC).

CHALLENGE

Hilton Hotels Corporation's Supply Management division is focused on simplifying the logistical and back-office processes for procuring, managing and implementing a comprehensive company-wide policy for best-in-class solutions to supply management issues.

"We were looking for a powerful e-procurement solution that would allow Hilton Hotels Corporation to fully leverage the technology in our existing supply chain management processes," said James J. O'Quinn. HCC's director of Global Supply Management Processes and Technologies.

It was not long before James and his team began to realize that Birch Street System's Software just might be the solution to a host of associated e-procurement issues including:

- › A scalable architecture able to easily work within the parameters of a large scale enterprise network
- › Ability to host and maintain the e-procurement portal in a secure, real-time environment
- › Maximum flexibility for integrating localized brand business requirements within the supply chain
- › Flexibility of software as well as optimized customer service for easy access to financial, budget and other data
- › Cost-effective, robust, easy to use solution with clean user interfaces designed with users in mind

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