



The Peninsula Chicago

Luxury Hotel Greeted Improved and Automated Business Practices

THE PENINSULA CHICAGO

The five star, luxury Peninsula Hotels group – with 10 locations and growing – has a unique identity among the world's leading hotels.

In 2012, The Peninsula Chicago and several of the other properties contracted BirchStreet's procure-to-pay solution. The Peninsula Chicago is one of the city's most luxurious and sophisticated hotel, offering guests deluxe comfort and impeccable service.

Prior to using BirchStreet, The Peninsula Chicago used a cumbersome system, so when the contract was up, they selected cloud-based BirchStreet's eProcurement, AP 3-Way Auto-Match and Inventory Control modules. Most recently, they added the Capital Budget Management modules. The hotel also uses Avendra, one of BirchStreet's strategic group purchasing partners, enabling an even more comprehensive solution.

Matt O'Maley, The Peninsula Chicago's Director of Purchasing has been pleased with the system. He is currently working on a \$36 million guestroom renovation and has been using BirchStreet's Capital Budget Management module. "It's so easy to just look at the Project screen. I don't have to keep multiple budgets in multiple spreadsheets anymore. The entire project is automated and in one central place,"

explained O'Maley. "The amount of time saved is mind boggling." O'Maley explained that their old process used to be a three person job, and now it's down to one person.

The Peninsula Chicago also implemented an enhancement that a new project requires a Project Code, to further help with tracking and accurate accounting coding. The Declining Checkbook with real-time, on demand access to the project budget has also contributed to efficiency, time savings and overall project management.



BirchStreet's innovative Advanced Approvals Workflow feature for any purchases – whether

for the renovation project or any orders throughout the hotel – has helped The Peninsula Chicago's business process run smoother. "The Approval Workflow feature makes me more knowledgeable and helps eliminate mistakes," O'Maley stated. "I have used other solutions and they don't compare to BirchStreet."



Due to the hotel's luxury status, they do not consider themselves on a typical BirchStreet user. They use some of the Punch-Outs and catalogs, but about 95% of their orders are special or custom order items, and therefore, not in the catalogs. However, BirchStreet's platform flexibility allows for the hotel to track and maintain all spend data in the system, even if they don't follow the typical ordering path that other hotels utilize. Similarly, the system even allows them to set up employees as vendors in the system to track and pay employee expense reports, adding one more dimension of spend tracking.

"The BirchStreet platform is great! I'm happy with it and would select the products again if I had the chance," said O'Maley. BirchStreet most recently deployed The Peninsula Paris upon its opening and hopes to continue the relationship as the Peninsula Hotels continue to grow.

