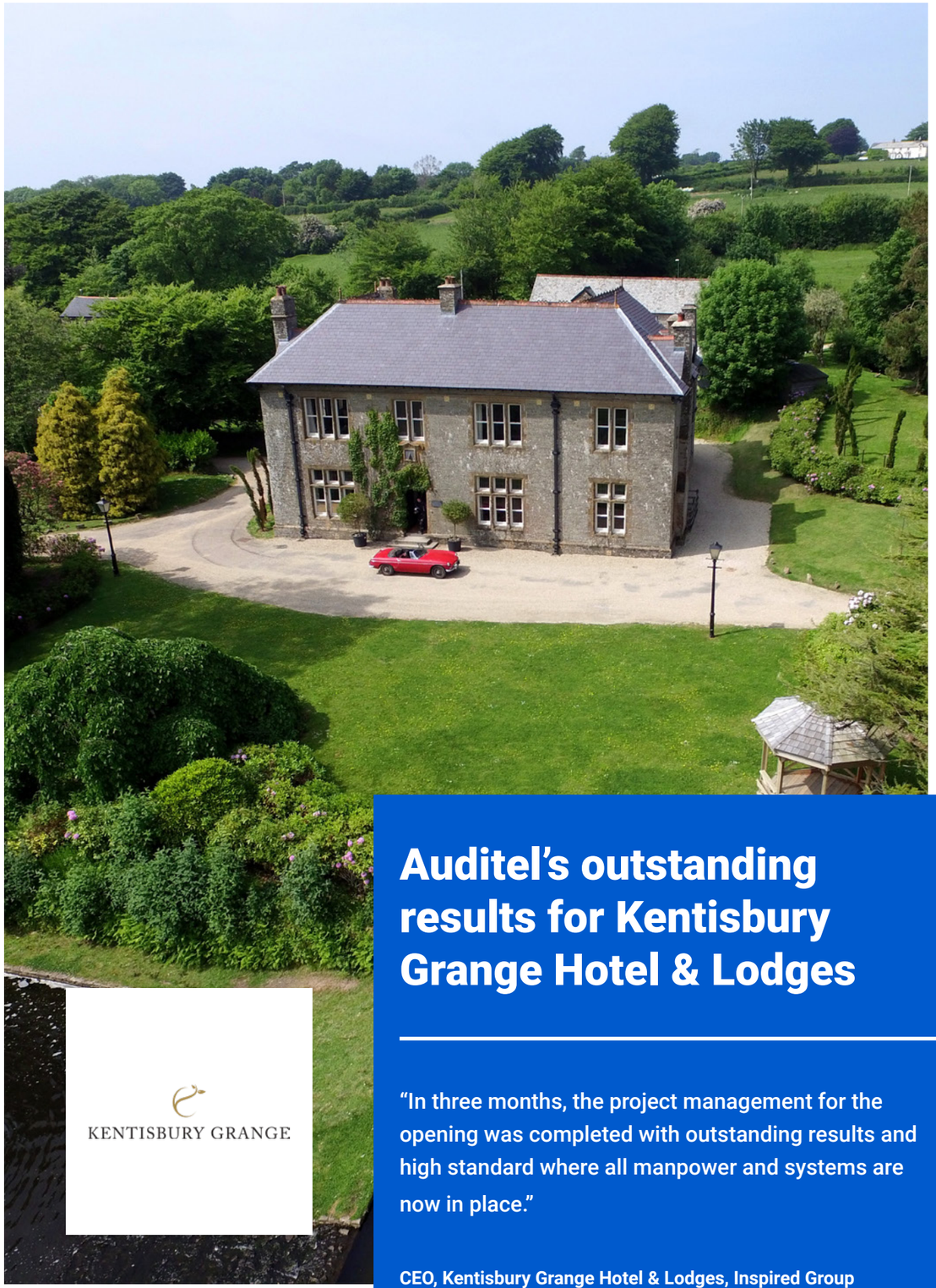
auditel

AUDITEL.CO.UK

Helping the Hospitality Sector make effective and informed procurement decisions

EXPERTISE WHEN YOU NEED IT



Auditel's outstanding results for Kentisbury Grange Hotel & Lodges

"In three months, the project management for the opening was completed with outstanding results and high standard where all manpower and systems are now in place."

CEO, Kentisbury Grange Hotel & Lodges, Inspired Group

Improving your hotel's cash flow to enable growth

In the current challenging economic and political climate, hotels are constantly battling with the need to balance financial stability with the desire to invest and meet the needs of their guests.

EXPERTISE WHEN YOU NEED IT

From our experience, we recognise that it is not financially feasible for hotels to employ full-time procurement specialists across the full spectrum of goods and services that can be purchased.

These challenges culminate in non-purchasing trained staff making significant purchasing decisions without the tools or knowledge of the supplier market.

This puts them at a huge disadvantage when negotiating with suppliers that have a very clear understanding of the real costs and the margins built into contracts.

When engaged at the right time, independent external help that works alongside your existing managers can level the playing field, thereby ensuring you achieve the very best value for money from your suppliers.

STRENGTHENING HOTELS' NEGOTIATING POSITION

Founded in 1994, Auditel was established to help organisations make effective and informed procurement decisions within a rapidly evolving market. Since then, Auditel have built a strong network of over 100 procurement specialists and are continually innovating our service - becoming a leading procurement and supply chain management consultancy.

Auditel's procurement specialists work alongside your existing finance and operational teams providing the external help your hotel requires, to deliver a competitive advantage. This is due to our vast expertise and detailed knowledge of suppliers, and which of these suppliers can deliver innovation and services at the most competitive prices.

SUPPORT TO ENABLE EFFECTIVE PROCUREMENT AND DELIVER VALUE

Resource

Dedicated resource that adds considerable weight to your hotel's management team

Knowledge

Detailed procurement knowledge of what best value looks like and how to achieve it, whilst delivering innovation into your hotel's supply chain

Expertise

Hand-picked procurement specialists negotiating on your behalf, who have long careers working in over 100 different expenditure areas

Tools

Unique benchmarking and analytical tools that speed up the tendering process and make sense of complex data - allowing you to make an informed decision

Buying Power

Access to serious buying power due to supplier relationships and unique pricing frameworks exclusive to Auditel

Auditel keeps costs below par for Moor Park Golf Club

"It was a pleasure to work with an organisation who delivered exactly what they promised to and, having benefited from your open and honest approach to business, I would not hesitate to recommend Auditel to any company."

Chief Executive, Moor Park Golf Club

Procurement specialists on your side

Poor procurement is the silent killer of performance for any hotel.
Unless you know what to look for and what can be achieved, it can go undetected for years.

OPERATIONAL ASSUMPTIONS AND CHALLENGES

With the UK firmly embedded in the Fourth Industrial Revolution, in which disruptive technologies and trends such as the Internet of Things, Robotics, Virtual Reality and Artificial Intelligence are changing the way we live and work, the need for a hotel's procurement function to embrace new ideas and technologies within their supply chain has never been greater.

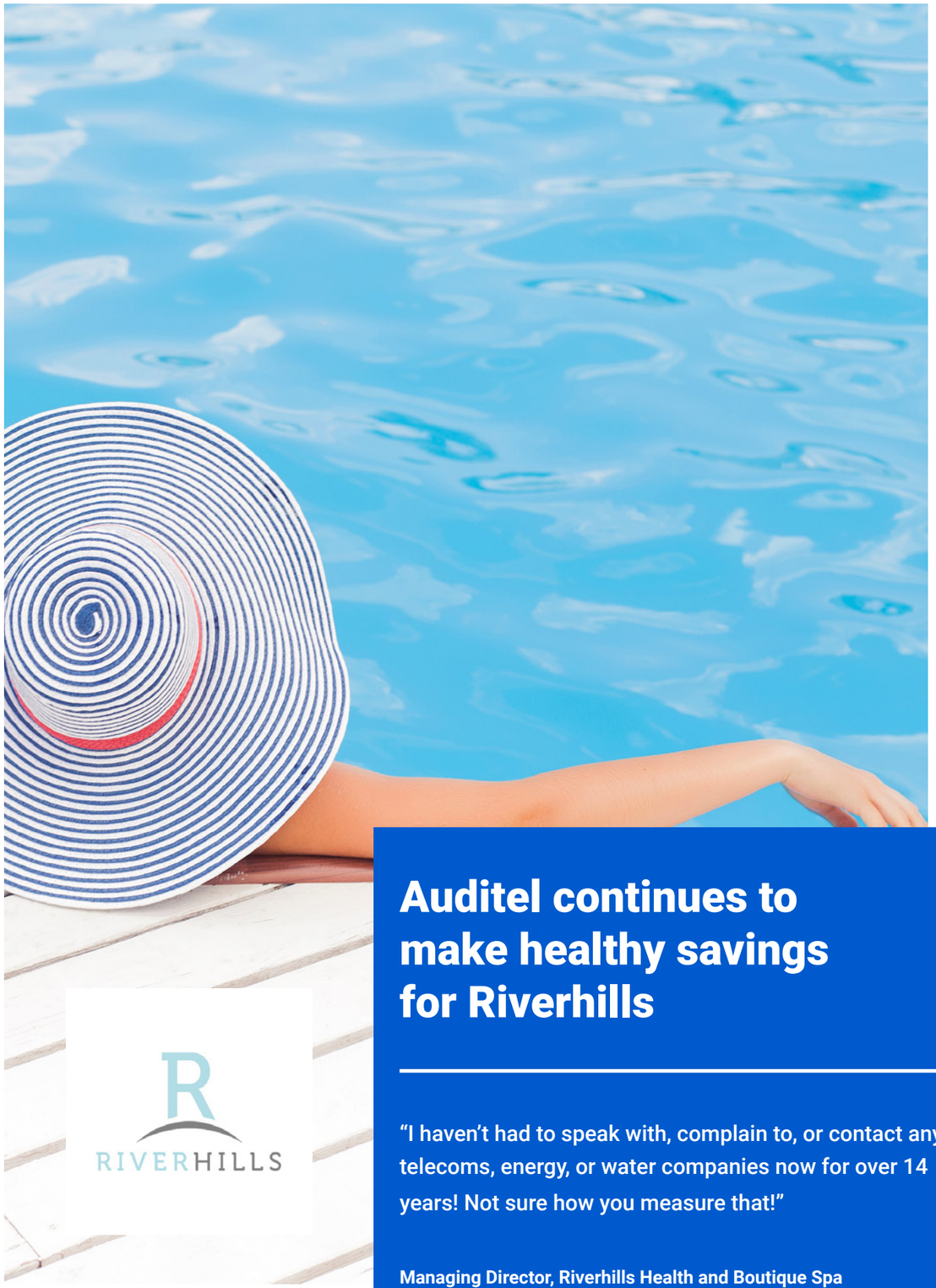
It is not uncommon, when we first engage with a hotel, for them to believe that their procurement is under control and any improvements we could achieve would be insignificant and not worth pursuing. Many hotels believe that 'as long as the spend is within budget and the supplier is delivering in accordance with the contract and service level agreement, then all is well.'

This is a natural response and we fully understand this initial reaction. However, without independent benchmarking and validation of pricing and service level arrangements, it's impossible to know if you are receiving value for money or the desired quality.

From our 25 years of experience, working with thousands of clients and organisations, hotels are typically over-paying for goods and services by up to 50% whilst missing out on innovation. If addressed, this can have a positive impact on the hotel's performance.

Below are a few operational assumptions and challenges that result in hotels having an imperfect approach to their procurement, because it's often not discussed at a leadership level or included during planning for the financial year ahead.

ASSUMPTIONS	CHALLENGES
"Suppliers give me the same prices as they do to similar hotels" Suppliers actually price on opportunity and ability to drive margin	**No external benchmarking** What does 'good' really look like? Which suppliers can deliver it?
"We have a national buying deal" Our experience shows that local or regional agreements with the same supplier can achieve better results	**Responsibility for procurement is often given to non-purchasing trained staff** with limited buying experience, training or support
"I have staff experienced in procurement so we are fine" Expertise in buying stationery is not the same as buying linen	**Lack of time, resource and knowledge in specialist areas leads to cost cutting** to the detriment of product quality and service
"My suppliers are loyal and give me the best deals" Supplier loyalty does not automatically result in best pricing and service	**Some cost areas have multiple suppliers and multiple order points** This leads to a 'if it isn't broken, don't try and fix it' attitude



Auditel continues to make healthy savings for Riverhills

"I haven't had to speak with, complain to, or contact any telecoms, energy, or water companies now for over 14 years! Not sure how you measure that!"

Managing Director, Riverhills Health and Boutique Spa

Trusted advisors to hotels

Our high-calibre procurement specialists have come from a broad range of professions, commerce and industry, providing your hotel with access to an unrivalled level of knowledge, skills and expertise.

WE CAN HELP YOU ACHIEVE BEST VALUE AND QUALITY

Our specialists have been hand-picked to join Auditel due to their lifetime of experience gained during senior careers within their chosen area of expertise. We understand our clients' challenges, having worked in their sector implementing thousands of similar projects over the last 25 years.

We really know what 'best value' looks like and can uncover opportunities to reduce costs, improve supplier service & quality, and deliver innovation into your hotel's supply chain. Our knowledge and understanding of the supplier markets provides you with an enhanced negotiating position and by using our bespoke analytical tools and tendering processes, we can deliver impressive results quickly, with limited disruption or input needed by you and your staff.

WITH YOU EVERY STEP OF THE WAY

Negotiating from a position of knowledge, our specialists will help you avoid any contractual pitfalls that would disadvantage your hotel. Having supply-side expertise on your team ensures that any contracts that are put in place between you and your suppliers will be reviewed in detail, to safeguard your organisation from unfair clauses and protect you from unjustified price rises.

During the implementation process, our specialists, who will be working alongside your team, will ensure they are fully trained and supported in dealing with the supplier - eradicating maverick spend and holding suppliers to account, whilst adhering to the agreed prices and service levels.

FOOD & BEVERAGE

- Food Supplies
- Beverage Supplies & Equipment
- Kitchen Equipment
- Leasing of Equipment
- Refurbishment
- Stationery & Menus
- Uniforms
- Kitchen & Tableware

COMMS & TECHNOLOGY

- Equipment & Maintenance
- Hardware Procurement
- Software Procurement
- Fixed Line Communications
- Mobile Devices
- Unified Communications
- ICT Services
- Chatbots & AI
- Data Networking Infrastructure
- Cyber Security

FINANCE & ADMINISTRATION

- Merchant Cards
- Insurance
- Business rates
- Photocopiers
- Print & Postage
- Office Supplies & Stationery
- Fleet Management & Fuel
- Archive, Storage and Shredding
- Foreign Exchange

COMPLIANCE

- Energy
- Environmental
- Waste Management
- Health & Safety
- HACCP
- Employment & Human Resources
- Data Protection & GDPR
- Insurance
- Licences

HOTEL SUPPLIES

- Consumable Supplies
- Room Amenities
- Furnishings & Small Equipment
- Public Area & Wash Room
- Chemicals
- Linen & Laundry
- Hotel Equipment
- Lighting
- Furniture
- Uniforms

UTILITIES & ENVIRONMENTAL

- Oil, Grease and Fatbergs
- Energy Efficiency
- Electricity
- Gas
- Water
- Renewable Energy
- Recycling
- Sustainability
- Waste & Environment Services
- Waste Water & Sewerage

PROPERTY & FACILITIES

- Electric Vehicle Car Chargers
- Facilities Management
- Fire Systems & Equipment
- Security Systems & Equipment
- Ground Maintenance & Landscaping
- Contract Cleaning
- Pest Control
- Engineering & Electrical Consumables
- HVAC & Boiler Installations & Maintenance

Expertise on demand

Auditel has expertise in many different areas of expenditure which we have broken down into these cost groups. This means that we can advise you on new innovative products, services, policies and processes that can eradicate cash leaks and deliver a significant advantage to your hotel.

YEO GROUP

Fifteen years of savings and added value for Yeo Group

"I would 100% recommend Auditel to other business owners. In this day and age, to be able to be confident that you're getting the best price, from the most suitable providers, is very valuable."

Managing Director, Yeo Group

Serious buying leverage

Helping hotels to innovate within their supply chain is in our DNA. We have helped hotels accelerate their financial performance by utilising our knowledge, expertise and our impressive buying power.

EXCLUSIVE RELATIONSHIPS WITH MARKET-LEADING SUPPLIERS

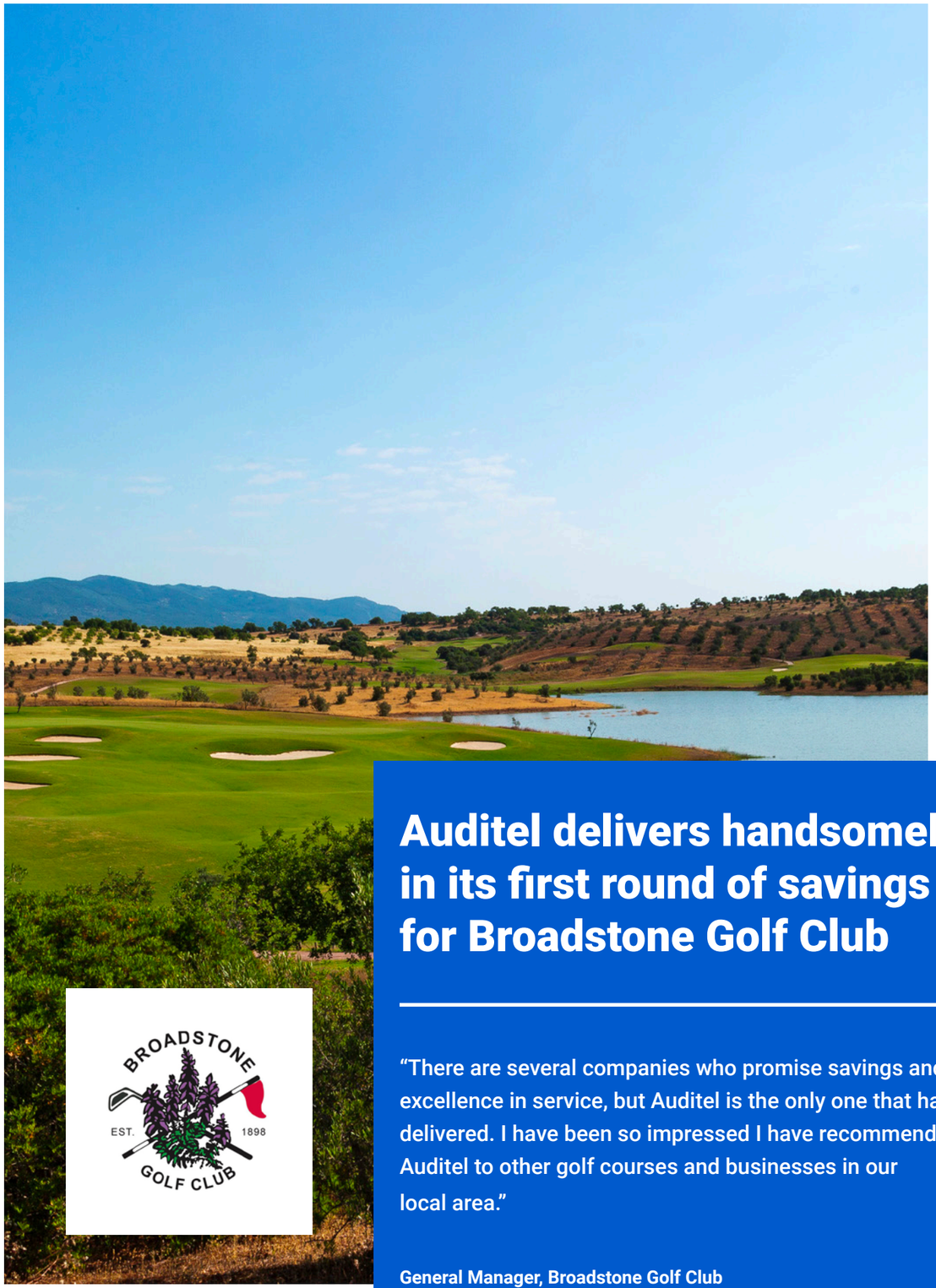
We have nurtured exclusive relationships with a wide range of national, local and best in class suppliers across 100+ different areas of expenditure, thereby building up an impressive buying leverage due to the combined spend of all our clients.

Suppliers that work with Auditel understand that if they maintain a competitive price and adhere to service levels agreements, it is likely to lead to further opportunities from other Auditel clients. This means you can gain access to our unique pricing frameworks that would be unattainable if negotiating by yourself, resulting in best value for money, while remaining completely independent and impartial. The synergy this creates allows us to provide powerful solutions to your current challenges.

Suppliers enjoy working with Auditel because we are aligned to their tendering process. We can clearly present your hotel's profile of spend and service level requirements, whilst also being aware of the innovation or value-added service that suppliers can provide. This enables the supplier to give their most competitive price because there are no unknowns in the tendering process, ensuring that you get the best deals over the longest term.

Our specialists act as the conduit between you and the supplier, ensuring a smooth implementation and eradicating wasted time for both parties. We work hard to ensure that the supplier relationships result in a 'win-win' for both you and the supplier and we deal with both in a transparent, fair and ethical way.

Our suppliers also take an active part in training and sharing their own knowledge and expertise with our procurement specialists, who, in turn, pass it onto you, so that you can be sure you're always up-to-date with the latest innovations and solutions.



Auditel delivers handsomely in its first round of savings for Broadstone Golf Club

"There are several companies who promise savings and excellence in service, but Auditel is the only one that has delivered. I have been so impressed I have recommended Auditel to other golf courses and businesses in our local area."

General Manager, Broadstone Golf Club

Independent, impartial, transparent

Auditel delivers significant added value for your hotel at each phase of our engagement. Our end-to-end process enables us to ensure that we understand your needs and find the best value solutions to implement. Our unique process is simple to follow and importantly, we provide the resources to do the work at each step.

EXPERTS AT MANAGING CHANGE

Once engaged, we will work with your management teams to understand your requirements and identify any risks within your supply chain. This ensures that the suppliers we tender are a perfect match with your future business strategy. The more precise we can be with suppliers during the tendering process, the more competitive they will be with their pricing.

Using our bespoke tools, we will conduct a forensic line-by-line analysis of your data to uncover anomalies, patterns of spending and behaviours that were previously unknown. These can then be challenged and corrected to maximise savings and process efficiencies.

Hotelier's gains access to our market knowledge, which comes from live data reporting across thousands of tenders. This enables us to quickly judge the competitiveness and quality of any incumbent suppliers. It also allows us to short-list potential alternatives in a fraction of the time it would take you to research independently. Our initial investigations of your past invoices and contracts, ensures that any overcharges are identified and any rebates from your suppliers are recovered.

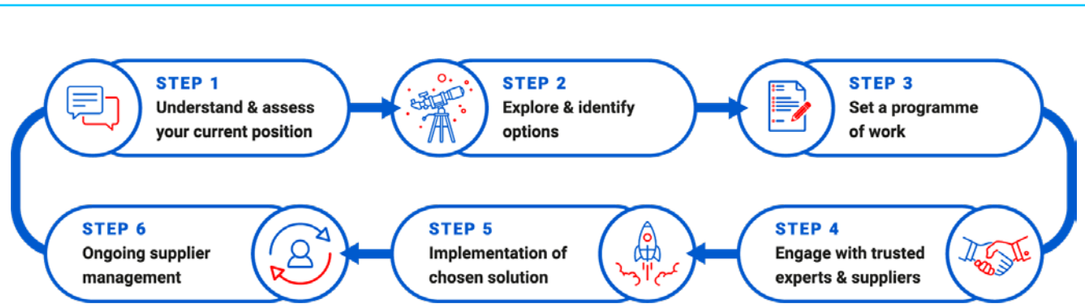
ONGOING SUPPLIER RELATIONSHIP MANAGEMENT

As part of our process, we implement professional supplier relationship management to help align your suppliers with your hotel's aims and objectives. Proactively managing your relationships with suppliers will result in improved communication and innovation from them, which in turn, can help you reach your objectives and maximise value from the supplier over the full course of a contract.

Identified savings found during the tendering process can often be eroded very quickly by several internal and external influences. Suppliers will naturally be looking at ways to increase margin on the account and/or internal staff may make mistakes or fail to follow the procurement processes we have put in place.

We are fully aware of these supplier tactics and challenges and are experts at avoiding these dangers, ensuring realised savings are delivered or exceeded.

OUR PROCUREMENT PROCESS



Auditel's win-win proposition for The Horse & Groom Hotel

"At all times Auditel are professional, unobtrusive and pleasant to deal with. There is never any pressure, and prior to signing up, the details of how they work were explained clearly. For all businesses it really is a win-win proposition. We are also safe in the knowledge that Auditel will monitor our costs to ensure we will continue getting the best value from our suppliers."

Owner, The Horse & Groom Hotel

Gain a competitive advantage

Your hotel can benefit enormously by undertaking a procurement review with Auditel. As you can see from the range of hospitality testimonials in both this brochure and on our website, regardless of your size, we can help.

REDIRECTING CASH FLOW BACK INTO YOUR CONTROL

In the current climate, with heightened levels of uncertainty and budgets being stretched, Auditel can be your trusted partner to ensure you are maximising every opportunity.

It is true to say that many hoteliers initially engage us to deliver a cost saving. However the real benefits they enjoy come from the added value and operational transformation that results from the solutions we put in place. Solutions which they acknowledge that they could not have achieved on their own.

Our independent analysis unlocks cash, that once identified, will be redirected back into your control. It is then up to you to choose how to utilise it; by delivering additional dividends to stakeholders, reinvesting it back into the property via new initiatives or innovative products and services.

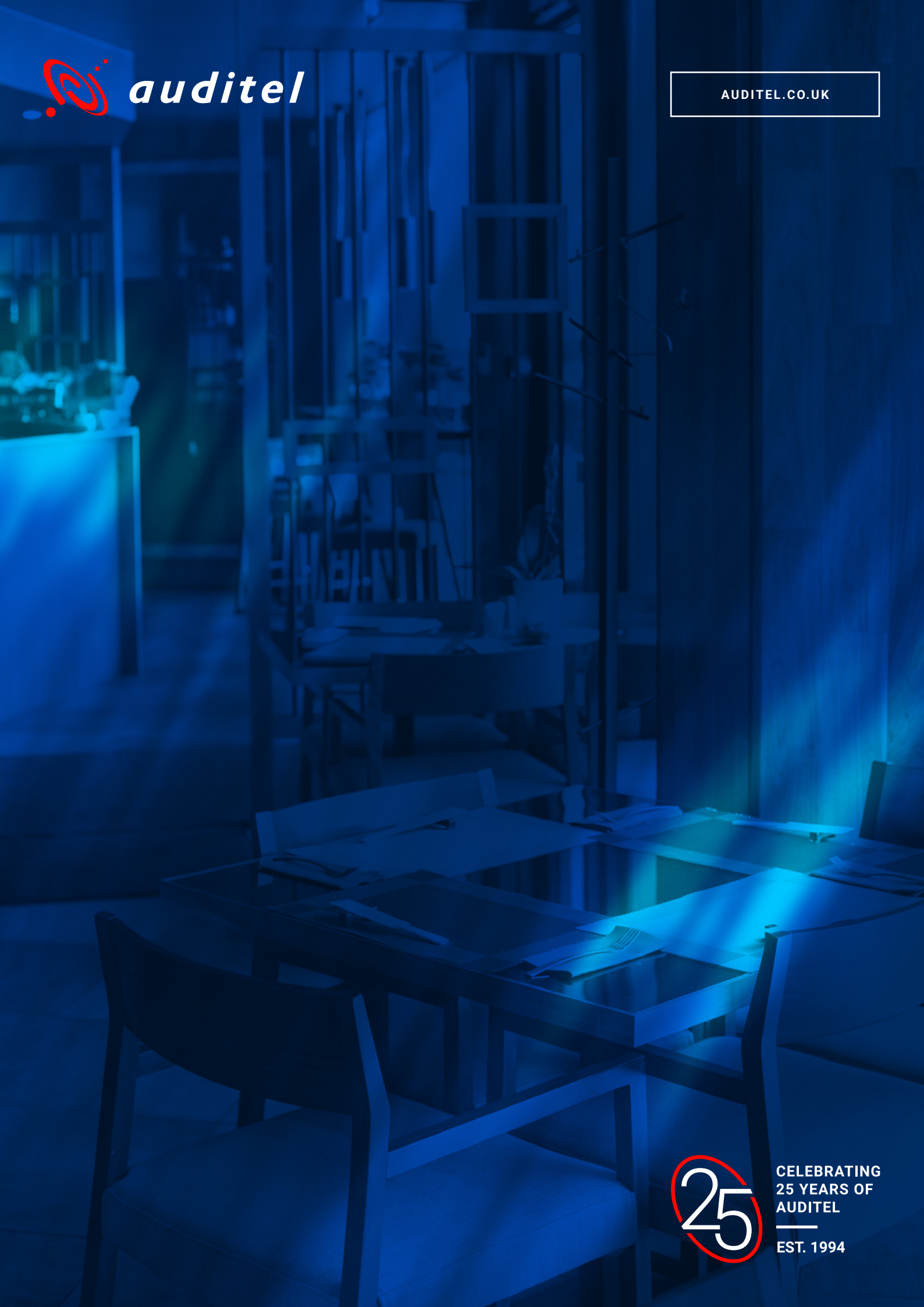
PEACE OF MIND, TO FOCUS ON RUNNING YOUR HOTEL

Why not join the hundreds of hoteliers that have enjoyed the tangible benefits and peace of mind that Auditel's skilled and experienced procurement specialists deliver, so that you can focus your time, resources and energy on your core business activity to drive your hotel forward?

If you would like to learn more about how your hotel could benefit from innovation within your supply chain and ensure every supply line is working in the same direction, please call us to arrange an exploratory meeting.

We will conduct an initial diagnostic health-check to evaluate your current procurement functions and show you how our self-funding solutions can deliver you a competitive advantage.

We look forward to meeting you.


auditel
AUDITEL.CO.UK
25
CELEBRATING
25 YEARS OF
AUDITEL
EST. 1994