CASE STUDY: Hospitality Group

ABOUT

A privately held health care provider in the continental United States who heavily uses web baseA premier hospitality group with over 50 luxury and mid-tier hotels across the United States. Renowned for exceptional guest experiences, the organization relies on cutting-edge technology for seamless operations, guest engagement, and efficient multi-location management. Their IT and telecom ecosystem supports critical functions such as reservations, guest services, and internal communications.d applications to support their internal and external clients through a full suite of services.

REQUIREMENTS

The hospitality group encountered challenges in managing a fragmented telecom and IT environment, with inconsistent billing, untracked technology usage, and high operational costs. They needed a solution to:

- Centralize management of IT and telecom expenses.
- Uncover cost-saving opportunities through data-driven insights.
- Streamline administrative processes to reduce overhead.
- Enhance visibility into technology assets across all properties.

SOLUTION

Warner Telecomm introduced its Enterprise Technology Management (ETM) platform, tailored to meet the group's unique requirements. Key steps included:

- Consolidating telecom and IT expenses into a single dashboard, integrated with property management and reservation systems.
- Conducting automated audits to identify billing errors and redundant assets.
- Optimizing carrier contracts and service plans to align costs with actual usage.
- Automating invoice processing to improve accuracy and reduce manual effort.

RESULTS

- Cost Savings: Reduced IT and telecom expenses by 18% across all properties.
- Operational Efficiency: Saved over 400 hours monthly through automated invoice processing and asset management.
- Enhanced Visibility: Provided comprehensive insights into technology spend and usage, enabling strategic decision-making at the corporate and property levels.
- Scalability: Enabled seamless onboarding of new properties into the ETM/TEM system, ensuring consistent technology management as the group expanded.

Savings that pay for our services. Guaranteed.

We're so confident that our approach reduces your telecommunications expenses that it comes with a 150% money back guarantee.