



RADHOTEL
GROUP

CASE STUDY:

Award-winning hotel group chooses Enhance to manage their complex tenders

The RAD Hotel Group was founded in 1999 with a clear vision to deliver unbeatable hospitality and experiences for their customers. They have now developed an amazing portfolio of six stunning venues. The owners, Robert and Vivien Kyle, have a genuine passion to make their service, dining and accommodation the very best it can be. Their attention to detail, quality of interiors throughout their venues and determination to exceed the expectations of their customers experience sets them apart from other hoteliers.

THE CHALLENGE

Thomas Stevenson (Finance Director) identified a need for greater control and efficiencies in key areas of purchasing throughout the hotel group. The procurement team was stretched thin as it did its best to maintain competitive pricing in all product categories and grow strong supplier relationships. But these tasks were demanding and labour intensive. The team was spending an inordinate amount of time on tenders, however, the results did not seem to be improving.

Within a busy hotel group with a small head office and kitchen team, Thomas decided to hand over the task of tendering over to a third party that was dedicated to working with the group in order to drive savings and maximise profitability.

"Enhance identified key areas to target and then executed on and delivered savings across all food categories. Their meticulous attention to detail in building our specific tendered baskets gave us confidence that there would be improved results whilst maintaining the high standards that our guests expect. We have partnered with Enhance for years and appreciate their ongoing support and assurance that we are being looked after throughout the whole process."

**THOMAS STEVENSON, FINANCE DIRECTOR,
RAD HOTEL GROUP**

THE SOLUTION

Enhance was chosen to partner with the hotel's procurement team and assist in managing their complex tenders. First, Enhance met with the senior management team and developed a plan to review key areas of purchasing. Our experts also spent time with team members to learn more about their specific tasks and understand the workflows. Next, the Enhance team examined the business requirements including the suppliers and quality levels.

Our team was then tasked to conduct a full tender on four key food categories. Tommy's objective was to offload the time-consuming work of tendering from his team onto Enhance. The goal was to consolidate suppliers and reduce labour costs whilst ensuring maximum savings and increased profits.

Enhance provided the following service and support:

- Worked closely with local and specialised suppliers that supply business critical products
- Gathered product data, created Tender Questionnaire and uploaded products using groundbreaking tendering software from [triSaaS](https://www.trisaa.com).
- Selected the suppliers, reviewed and managed submissions throughout the four rounds.
- Compiled final results and presented to the hotels procurement team. Our findings enabled the RAD team to make quick, informed purchasing decisions and award the contract to the best supplier.
- Throughout the entire process, Enhance kept the customer up-to-date so that there were no surprises and expectations were continually met.

THE OUTCOME

Working closely with the RAD Group's in-house procurement team, Enhance provided real value to the business in a very short period of time. It took approximately 12 weeks to complete all four tenders. The Enhance team achieved the following savings in each category:



12% savings
on dairy



Almost 21% savings
on fruit & veg



11% savings
on dry & frozen



4% savings on
meat & poultry

Along with substantial reduction in costs with no reduction in quality, Enhance provided ongoing support including the provision of their Procure Wizard licence and assisting with the setup. We also introduced new suppliers and produced a monthly fresh produce management report that keeps the hotel apprised on pricing, savings, market movements and supply issues.

The icing on the cake is that there were **no out of pocket costs** to the business. All fees were paid for by the savings Enhance generated in such a short period of time.