# HRS

# PRODUCT SHEET: PROCUREMENT PLATFORM FOR NEXT GENERATION LODGING PROGRAM MANAGEMENT

## CREATE & MANAGE THE BEST CORPORATE LODGING PROGRAM WITH OUR SELF-SERVICE PROCUREMENT PLATFORM

In our continuous effort to address the challenges associated with corporate travel procurement, our innovative, Lodging-as-a-Service Platform' redefines traditional procurement processes with a data-driven and automated approach, simplifying and streamlining lodging program management. It enables global procurement of accommodations across various categories and rate types while continuously optimizing lodging portfolios. This platform is a vital tool for travel program leaders involved in supplier procurement, monitoring, and optimization.

The Procurement Platform is a cutting-edge tech-solution that harnesses the power of data, AI, automation. It equips travel program leaders with the essential tools and insights needed to optimize their programs across various strategic dimensions such as cost savings, sustainability, destination security, traveler safety and satisfaction. Therefore, it provides a range of key features designed to:

→ **Improving process efficiency**

→ **Optimizing costs and realizing savings**

→ **Mitigating risk for both the company and its travelers**

→ **Ensuring compliance**

→ **Enabling & promoting corporate sustainability management and**

→ **Accelerating digital transformation**

# HRS
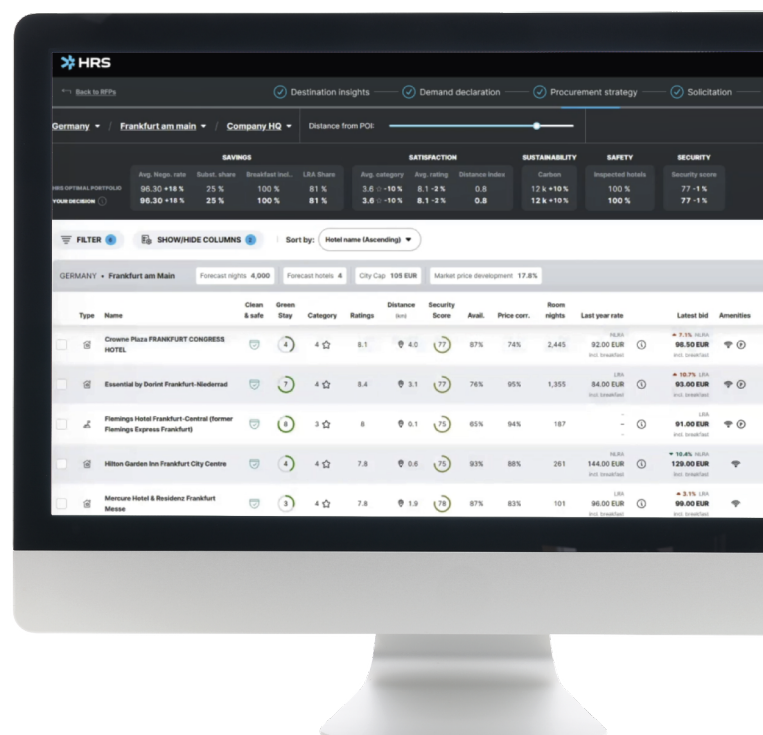
# WHY YOU NEED THE PROCUREMENT PLATFORM: TOP CHALLENGES

In today's evolving corporate travel landscape, traditional methods like excel-based analysis and manual processes are insufficient. They struggle to adapt to trends such as remote work, sustainability, and market fluctuations. Here are the key challenges:

**Lack of Data Transparency:** Clients often face issues in collecting, consolidating and having a holistic view on data related to their travel demand, program adoption, rate compliance, hotel availability, booking behavior, invoice L3 data, sustainability L4 data.

**Process Complexity and Fragmentation:** Clients aim to streamline their travel processes, but often have to navigate a complex array of fragmented tools and therefore rely on manual solutions like manual excel spreadsheets.

**Rate Stability During Inflation:** Maintaining rate stability during inflationary periods is a major concern for travel program leaders.

**Complex Procurement Due to New Strategic Targets:** Emerging sustainability and security targets as well as less opportunities for cost savings have added complexity to the procurement process. Manual methods making a multi-dimensional program optimization often impossible.

**Alignment of Internal Stakeholders:** Coordinating internal stakeholders is essential to address local demands, but often done through labor-intensive methods.

# HOW THE PROCUREMENT PLATFORM SUPPORTS YOU: KEY FEATURES

**To address these challenges, HRS offers innovative solutions that empower travel program leaders to excel in corporate travel management:**

## DATA-DRIVEN INSIGHTS:

The platform excels in handling diverse data sources for predictive analysis, including peer benchmarking, providing valuable insights into performance relative to industry standards. HRS has developed the capability to process data from various sources and provide a comprehensive overview of historical demand. This empowers clients with valuable insights and recommendations on where to focus their negotiations in the future, enhancing their bargaining power.

## AI-DRIVEN PROGRAM OPTIMIZATION:

The data-driven solution aligns with predefined strategic targets, enabling clients to navigate complexities efficiently and effectively. Utilizing artificial intelligence, the platform optimizes programs across five dimensions: Savings, Sustainability, Security, Satisfaction, and Safety.

## HIGH-LEVEL AUTOMATION:

The platform automatically identifies and highlights potential issues, suggests next-best-actions to resolve these issues for optimized procurement strategies and booking tool configurations ensuring an efficient user experience.

## SUPPORT FOR ALL LODGING CATEGORIES:

It covers a wide range of lodging categories, including transient stays, meetings & groups (M&G) and extended stay accommodations for volume bundling and supplier reduction in order to increase negotiation power and to reduce effort.

## SUSTAINABILITY FOCUS:

The platform dedicates a focus to sustainability by providing comprehensive insights around carbon emissions (kg $CO_2$/night), water consumption (liter/night), waste generation (kg/night) and more categories, empowering clients to align their travel programs with sustainability goals.

## END-TO-END INTEGRATION:

From analytics to decision-making, the platform offers seamless integration for a holistic view on travel programs, consolidating all relevant criteria into one single view. This consolidation not only simplifies operations, but also facilitates strategic decision-making, reducing the operational burden.

## STAKEHOLDER MANAGEMENT:

It facilitates internal alignment among stakeholders, enhancing and streamlining collaboration in travel management, by enabling in-system stakeholder feedback on decisions to consider local demands and requirements.

# The Procurement Platform has been developed to further support and enhance corporate travel procurement processes end-to-end

## Comprehensive Program Analysis – Destination Insights & Demand Declaration

This feature improves efficiency by offering transparency regarding travel demand, thus facilitating the optimization of procurement strategies. It empowers Procurement and Travel Managers to delve deeply into the current room night production across all their travel destinations, predict future demands, and obtain recommendations to refine their procurement plans.

The user-friendly Procurement Platform clusters destinations for streamlined navigation, prioritizing high-impact areas to save time and maintain focus on relevant topics that need their attention.
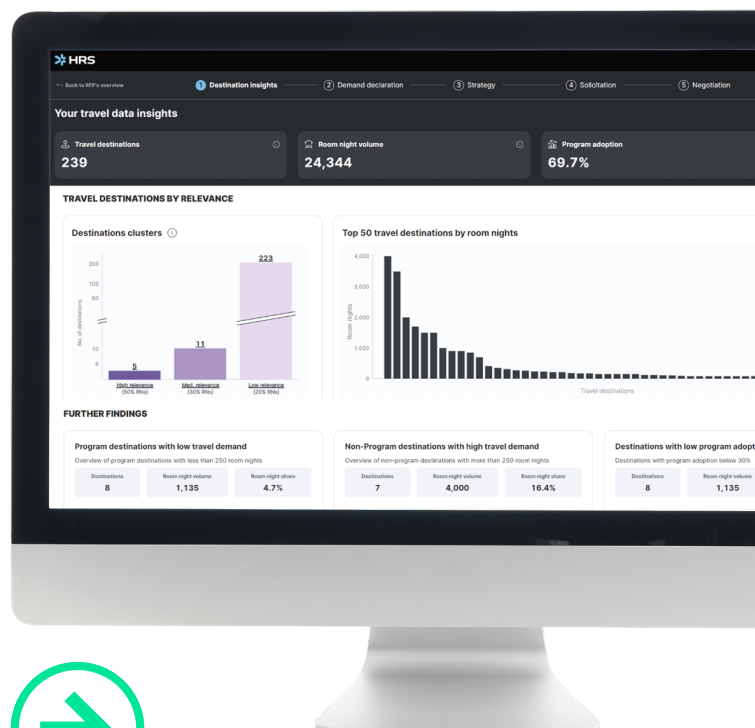


## Procurement Strategy – Scenario Building

Travel Program Leaders can define, calibrate and prioritize strategic program targets around 5 strategic dimensions, namely savings, sustainability, safety, security and satisfaction, enabling them to build the optimal portfolio and mitigate risks through scenario testing.

By leveraging AI-driven projections to simulate the implications of shifting priorities, it delivers a nuanced understanding that empowers travel program leaders to make strategic decisions with a heightened sense of confidence.
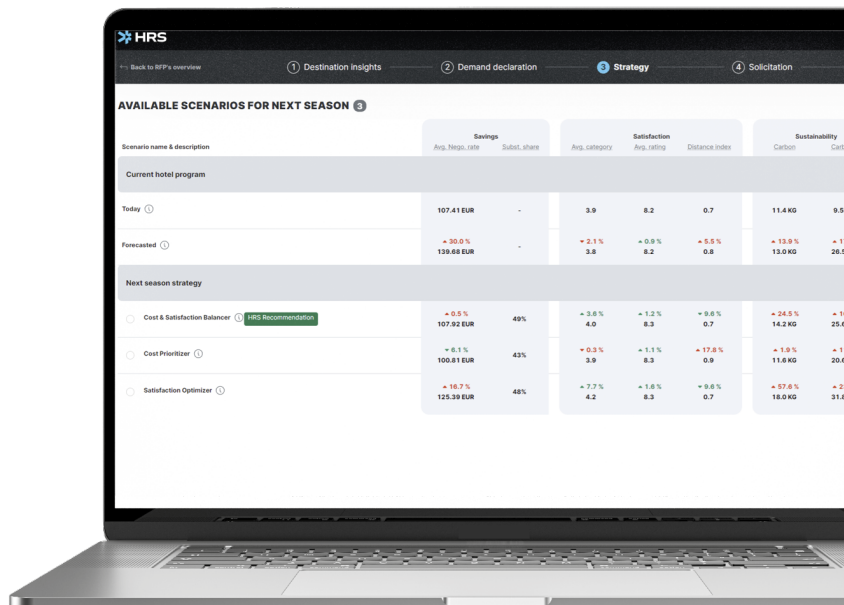
## Solicitation –
## Automated Bidding

The platform identifies an optimal solicitation list based on selected scenarios and strategic targets, negotiates offers with hotel suppliers and chains, recommends alternative hotels aligned with the company's strategy and automatically steers follow-ups with non-responders.
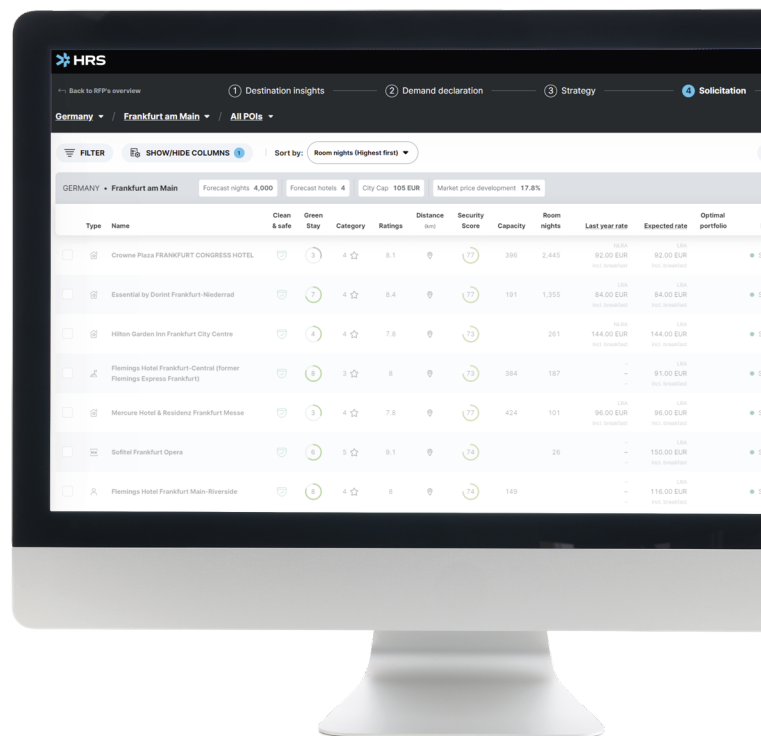
## Decision Making –
## Contracting

The platform recommends an optimal portfolio based on the bids received and predicts target achievement, allowing clients to make informed decisions efficiently. Clients can either seamlessly accept the recommended lodging program without requiring any manual input, or refine their choices.

The Procurement Platform provides travel program leaders with all the relevant decision criteria and information needed, presented in both list and map views, facilitating easy comparison of hotels and their bids.
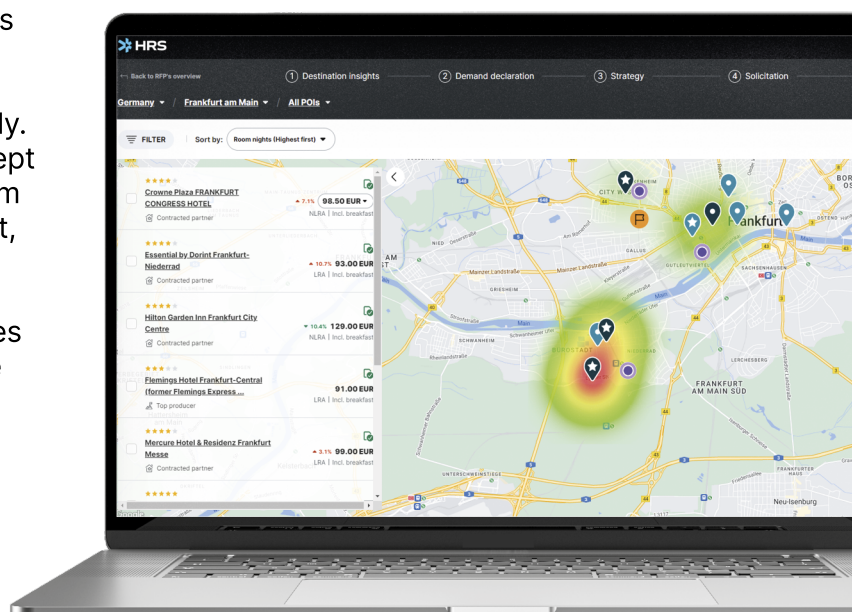
## Rate Loading & Audit

The platform automatically uploads rates into both HRS and 3rd-party systems, ensuring that over 90% of hotel rates become accessible within three weeks (industry standard: 80%).

The technology continuously monitors hotels that have not yet uploaded their rates and initiates follow-ups. Additionally, it conducts test bookings, verifying the availability and correctness of rates for each rate type on every date.

## Continuous Program & Supplier Management

Historically, procurement platforms served seasonal purposes in hotel sourcing. However, with the Lodging-as-a-Service Platform, powered by real-time data consolidation and program optimization, users consistently derive value. They benefit from live performance data, continuous strategy refinement, and intelligent recommendations for issue resolution, all without manual intervention.

HRS' direct supplier connections provide transparent supplier performance tracking against various parameters, with automated improvement notifications and an easy option to replace under-performing suppliers.

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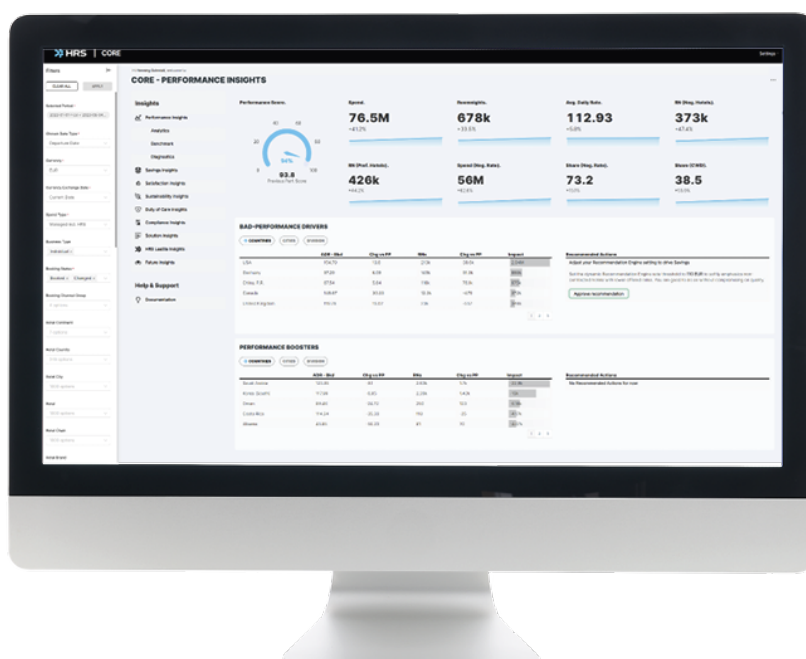
# BENEFITS OF USING THE PROCUREMENT PLATFORM

**How to achieve cost savings, mitigate risk and elevate traveler experience:**

- Access a **vast hotel database** with 35% more options than traditional systems.

- **Bundle transient, extended stay, meetings & groups** volumes for increased buying power.

- Utilize **AI-driven** destination demand and market development forecasting.

- Control decentral spending, boost supplier & program performance with **smart data insights**.

- Save time through **end-to-end automation**.

- Secure **competitive rates** and swift supplier responses.

- Ensure **rate availability and correctness**.

- Conduct **automated supplier audits**.

- **Continuously optimize** your program throughout the year.

# HOW WE DIFFERENTIATE

**HRS's Procurement Platform stands out with:**

- **Unparalleled & most comprehensive Benchmarking Database:** 2M corporate rates from 35% of Fortune 500 companies and 150M transactions under management as well as 300M room nights and 3000+ corporate programs sourced annually.

- **Holistic Program Management & AI powered Scenario Builder:** Provides real-time forecast on entire lodging program upon weighing of priorities around Savings, Satisfaction, Sustainability, Security and Safety.

- **End-to-End Process Automation:** Streamlined operations for efficiency from solicitation to final bid process with automated rate loading.

- **Hotel Expertise & Direct Connections:** Competitive rates through deep industry knowledge (Individual Hotels, Rate Benchmarks) & Real-time feedback loops for performance optimization.

- **Enriched Property Level Data:** for security, satisfaction and sustainability displayed and actionable inside the platform.

# PROCUREMENT PLATFORM AT A GLANCE

With HRS' Procurement Platform, travel program leaders are equipped to navigate modern business travel complexities with confidence. Embrace efficient, data-led lodging procurement to elevate the travel experience for your team.

| YOUR KEY PRIORITIES | OUR ADDED VALUE | OUR APPROACH | YOUR RESULTS |
|---|---|---|---|
| → Optimize Costs & achieve Savings<br><br>→ Mitigate Risk & create Resilience<br><br>→ Enable Corporate Sustainability<br><br>→ Accelerate Digital Transformation<br><br>→ Ecosystem Enablement | → Increase of Buying Power & Continuous Optimization<br><br>→ One platform to manage all lodging segments<br><br>→ Sustainability Management<br><br>→ End-to-End Automation & Continuous Innovation<br><br>→ Global harmonization of local systems and requirements | → Convergence of all transient, long stay, group and meeting segments Weekly Audits and Quarterly Program Adjustment<br><br>→ 100% managed spend and compliance visibility Prescriptive behavioural analytics on markets, suppliers and travellers<br><br>→ Supplier assessments and standardized reporting Supplier and program footprint management<br><br>→ Travel-centric process optimization Rule-based decision making in procurement and booking<br><br>→ Direct content and proprietary augmentation API-first approach into travel ecosystem | → 16% savings compared to market rates<br><br>→ Holistic management on savings, safety, security, satisfaction and sustainability.<br><br>→ Reduction of environmental footprint<br><br>→ 100% digital processes<br><br>→ Increased Employee Satisfaction |

# HOW TO GET ACESS

**For HRS Procurement Customers:**
Contact your respective HRS Procurement Consultant or Account Executive.

**For HRS Clients Not Yet Using Our Procurement Solution:**
Reach out to your HRS Account Executive or Customer Success Manager.

**Other Corporations Interested in the Platform:**
Contact our HRS Sales Experts at hrs.com/enterprise/about/contact-us/.