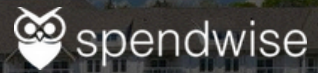


CASE STUDY



How Spendwise streamlines procurement and strengthens budget controls at Deerhurst Resort



Overview

Deerhurst is a world class resort with 400 guest room accommodations, 5 restaurants, 2 golf courses and many seasonal programs. The resort employs up to 500 people throughout the year.

Using paper, PDF files and email to manage thousands of purchasing transactions a month had become increasingly difficult so the resort's financial controller, Becky Buwalda, began looking for a cost effective easy-to-use system to automate their purchasing processes and discovered Spendwise.

Since implementing Spendwise, the time to process purchase order requests has been reduced by 70-80%, the resort has been able to operate to budget and nearly 100% of spending is pre-approved.

Industry

Hospitality

Company Size

50-500 employees

Location

Ontario, Canada

Website

www.deerhurstresort.com

The Challenges

Over the years, the resort has tried different ways to manage purchase orders—from three-part carbon copies and paper forms to PDFs and email—but none fully met its needs. Paper-based systems led to “stacks and stacks of paper,” and with many employees working remotely, it was difficult to process paper which resulted in delays and purchasing policy compliance issues. Switching to PDFs and email reduced physical paperwork but still required heavy manual effort. Each approach lacked the tools necessary to provide visibility and control over the process.

Why Deerhurst Chose Spendwise

Recognizing the need for an automated solution to streamline the resort's purchasing processes, Becky began doing her research and asking colleagues for recommendations. After looking into different options, she chose Spendwise because it was easy to use, had all the features she needed at an affordable price and did not require a long-term commitment.



“It's very intuitive, user friendly, and easy to navigate. Plus, because it's web-based, we can easily deploy it across the team and people can access it anywhere from any device.”
— Becky Buwalda, Financial Controller

The Results

Becky was able to quickly implement Spendwise and, because of its impact, it was recognized near the top of a long list of successes for the year.

Key Outcomes



Faster Processing



Stronger Controls



Increased Visibility

Faster Processing

Before implementing Spendwise, processing purchase order requests could take days or even weeks. With Spendwise, the resort has cut processing time by up to 80%. Now, requesters can track the status of their purchase order requests in real time and receive notifications when they are approved or rejected. Approvers are alerted when new requests require their attention, receive reminders for any pending actions and can easily review and approve or reject requests on their computer or mobile device, no matter where they are.

Stronger Controls

Because of how cumbersome processes were before, purchasing policies were often circumvented. When Spendwise was introduced, the team embraced it because of how much easier it is to use compared to what they were doing before. Now, with Spendwise, purchasing policies are followed and nearly all purchases are pre-approved which has allowed the resort to maintain better control over spending.

Increased Visibility

Prior to implementing Spendwise, it was almost impossible to know if spending was tracking to budget until it was too late. Since introducing Spendwise, the resort has gained the visibility it needs to manage its spending to budget in real time. In addition, Spendwise has made it a lot easier to accrue for expenses in the correct period which is critical as performance is measured monthly.



“It certainly holds us accountable to our budget, which was the biggest thing for us...Spendwise helps us understand if we are tracking in the right direction.”
— Becky Buwalda, Financial Controller

[Discover how Spendwise can streamline your procurement!](#)

Request a Demo