WARNER TELECOMM
Enterprise Technology Management

CASE STUDY: Hospitality Group

About the Client

A 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 applications to support their internal and external clients through a full suite of services.

Challenge

- Faced challenges with a fragmented IT and telecom environment across multiple properties
- Struggled with inconsistent billing and untracked technology usage
- Experienced high operational costs due to lack of centralized oversight
- Needed to centralize IT and telecom expense management
- Sought data-driven insights to identify cost-saving opportunities
- Aimed to streamline administrative tasks and reduce overhead
- Required improved visibility into technology assets across all locations

Solution

- Deployed Warner's Enterprise Technology Management (ETM) platform tailored to the hospitality group's needs which delivered AI driven recommendations
- Consolidated telecom and IT expenses into a unified system integrated through API
- Performed automated audits to detect billing errors and eliminate redundant services
- Optimized carrier contracts and service plans based on real usage data with RPA
- Automated invoice processing to enhance accuracy and reduce manual workloads

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