

Entire hotel footprint on a single technology expense platform

18%

Reduction in IT and telecom expenses

400+

Hours saved every month
through automation

50+

Hotels managed on one
platform

ABOUT THE CLIENT

A premier hospitality group operating more than 50 luxury and mid-tier hotels across the United States. Known for exceptional guest experiences, the group relies on IT and telecom to power reservations, guest services, internal communications, and efficient multi-property management.

THE CHALLENGE

- A fragmented IT and telecom environment across multiple properties
- Inconsistent billing and untracked technology usage
- High operational costs due to a lack of centralized oversight
- Limited visibility into technology assets across locations
- A need for data-driven insight to cut costs and administrative overhead

OUR SOLUTION

- Warner's Enterprise Technology Management (ETM) platform, tailored to the group and delivering AI-driven recommendations
- Telecom and IT expenses consolidated into a unified system integrated through API
- Automated audits to detect billing errors and eliminate redundant services
- Carrier contracts and service plans optimized on real usage data with RPA
- Automated invoice processing to improve accuracy and reduce manual workload

Results

COST SAVINGS

18% reduction in IT and telecom expenses across all properties

ENHANCED VISIBILITY

Comprehensive insight into technology spend and usage, supporting decisions at the corporate and property levels

OPERATIONAL EFFICIENCY

400+ hours saved monthly through automated invoice processing and asset management

SCALABILITY

Seamless onboarding of new properties into the ETM/TEM platform