

Placing information at our partners' fingertips

KEEPING CUSTOMERS INFORMED AND ENGAGED

Frequent and strategic reporting is one of the key tactics HSM employs to support your business through our Center of Excellence and Strategic Accounts team. To equip our customers with full insight into ongoing capability updates, HSM provides you with the following communications:

White space reporting. Your dedicated Strategic Accounts team will assist you in controlling rogue spend through a variety of reports. White space reporting is furnished on a monthly basis and will enable you to ensure that operating units are purchasing through the proper channels on the HSM platform.

Compliance reporting. In addition to white space reporting, integration with your AP data will enable us to categorize your property spend behavior even further, directing you to categorical and even product-level savings opportunities.

Commodity reports. HSM publishes regular commodity reports that primarily cover food prices and include market commentary, as well as high-level market drivers. Our customers also receive weekly commodity updates.

Food safety and recall alerts. HSM provides real-time food safety and recall alerts that are distributed through BellTower Technologies.

LEVERAGING TECHNOLOGY TO CREATE SCALABLE SOLUTIONS

HSM's eProcurement platform provides our customers with a channel to effortlessly order the products you need, while our Customer Portal allows you to view all of the programs at your disposal. We deploy business-to-business applications across our diverse customer base to provide you with scalable solutions tailored to your unique needs.

WHAT EPROCUREMENT CAN BRING TO YOUR BUSINESS

Our eProcurement system simplifies the purchasing process and provides properties with a significant increase in system functionality, coupled with a solution that is scalable to each brand's specific requirements. HSM eProcurement catalogs contain products representing our many negotiated spend classifications, including everything from Food and Beverage (F&B) and Furniture, Fixtures and Equipment (FF&E) to service contracts and maintenance agreements. Our customers can create distinct catalogs and "favorites" lists that are customized to their specific needs. HSM can tailor the eProcurement system to meet the unique needs of your property, while providing customized service and support to ensure efficient adoption of the system.

POWERING OUR REPORTING AND E-SOURCING PROCESSES

Tableau. At HSM, we know data visualization is important and not everyone digests and conceptualizes information the same way. Our reporting is powered by one of the industry's most predominant analytics platforms, Tableau, which is utilized to showcase compliance reporting for your on-property and corporate stakeholders.

Salesforce. With Salesforce, our state-of-the-art CRM system, your requests won't get lost in the shuffle. Each service call to our HSMx desk, every tailored presentation offered by your Strategic Accounts team and just about every other touchpoint between us is logged directly into the system. Salesforce enables us to efficiently track trends and eliminate any issues that may arise.

Coupa. Powered by Coupa, Smart Spend is a cloud-based platform that takes a comprehensive approach to spend management activities. HSM conducts all e-sourcing and contracting activities in SmartSpend. Corporate suppliers will be able to receive electronic purchase orders (POs), flip POs into invoices digitally, access invoice and payment status online 24/7 and enjoy increased visibility to all transactions.

WANT TO LEARN MORE?

To tap into HSM's network of reporting and tech solutions, contact us at HSMx@hilton.com, or visit MySupplyManagement.com.

