

Hospitality

UAE

A Middle East hotel group replaced emailed purchase requests with tracked approvals

A hospitality group with hotels across the Middle East moved purchase requests out of email and spreadsheets into one process, with defined approvals and purchase orders tracked to delivery.



AT A GLANCE

INDUSTRY

Hospitality

REGION

Dubai, with properties across the Middle East

SIZE

Multiple hotels and operational properties

PREVIOUSLY

Email, spreadsheets, manual approvals

FEATURES USED

Suppliers

Platform

Insight

01 The client

The client is a large hospitality group headquartered in Dubai, with hotels and operational properties across the Middle East.

Departments in every hotel need supplies, equipment and services, and a central procurement team buys them. Purchases were getting done, but tracking each request took a lot of emails and follow-ups.

02 The challenge

Purchase requests moved by email and were tracked in spreadsheets. Approvals were manual, and teams kept writing to each other to find out where a request stood.

- Requests were tracked through emails and spreadsheets.
- Manual approvals caused delays.
- There was little visibility of request status.
- Processes differed between hotels and departments.
- Teams spent time on repeated communication about each request.

03 What they set up in Asset Infinity

The group moved purchasing into Asset Infinity's Suppliers feature, with one request process, configured approvals and purchase orders tracked in one place.

Suppliers

Central purchase requests

Departments at every property raise purchase requests in one system, replacing emails and spreadsheets.

Platform

Approvals by responsibility

Approval steps were configured without code to match the group's business responsibilities, with reminders when an approval waits.

Suppliers

Purchase orders tracked

Approved requests become purchase orders, and their progress is tracked through to receiving.

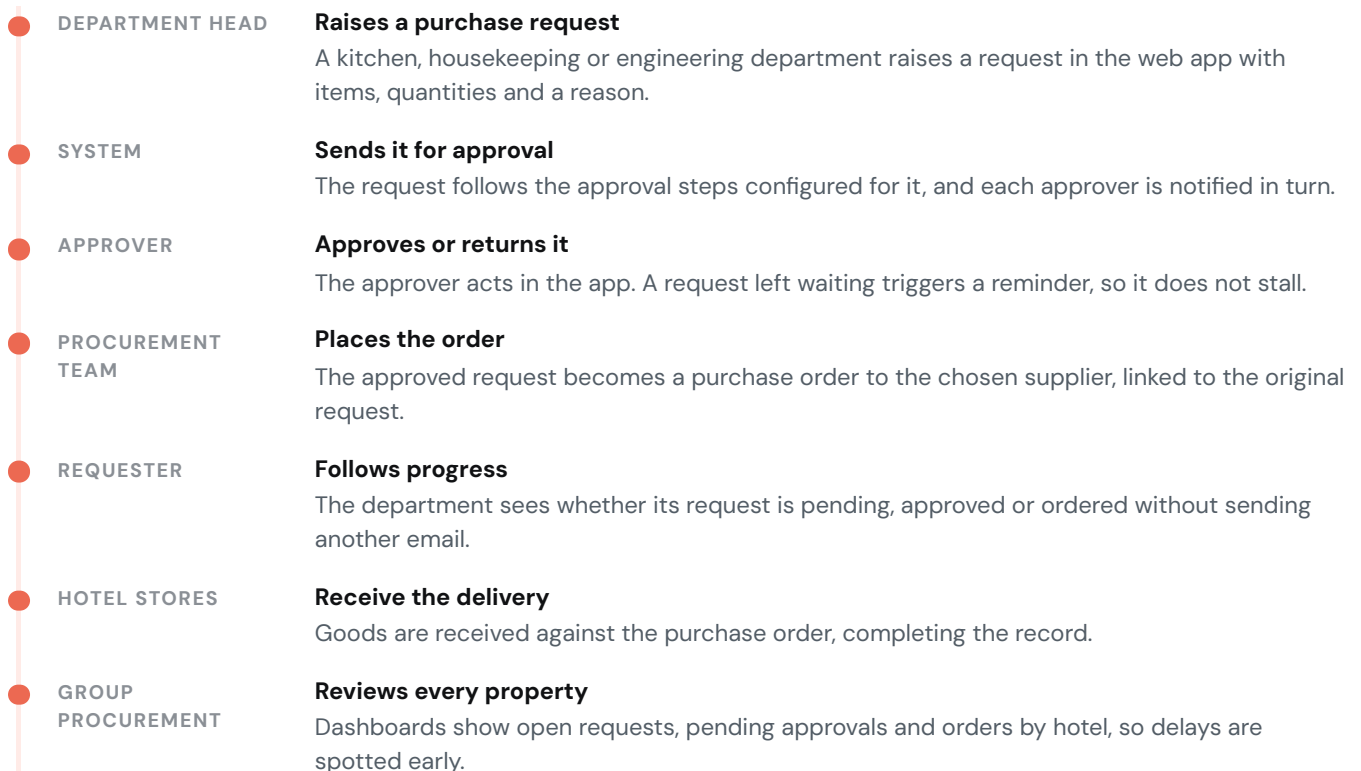
Insight

Purchasing in view

Dashboards show requests, approvals and purchase order progress across hotels and departments.

04 How it works day to day

Here is how a hotel department now gets what it needs.



05 Before and after

	BEFORE	WITH ASSET INFINITY
Raising a request	Email	One request process for every property
Tracking	Spreadsheets	Requests and orders tracked in one system
Approvals	Manual, with delays	Configured approval steps
Visibility	Limited	Central view of every request
Consistency	Differed between hotels and departments	Standard workflows across properties

06 How it rolled out

1

Process reviewed. The team reviewed purchasing processes, approval delays, manual workflows and visibility gaps.

2

Workflows and approvals configured. Purchasing workflows and approval steps were set up across departments and properties, with central tracking.

3

Teams trained and supported. Procurement teams were trained, and workflows were monitored and refined after go-live.

07 The results

- Fragmented manual purchasing replaced by one digital process
- Faster processing through visible approval workflows
- Central visibility of requests and procurement progress
- Fewer spreadsheets, emails and repeated follow-ups
- Standard purchasing across hotels, departments and properties
- Better coordination between requesters, approvers and procurement

08 Why it worked

Matched to responsibilities

Approvals follow the group's own business responsibilities, so the right people sign off without new rules to learn.

Email out of the loop

Requests, approvals and status live in one place, so nobody has to search inboxes to find a purchase.

Refined in use

Workflows were monitored after go-live and adjusted where they slowed teams down.

09 Looking ahead

The hotel group moved from manual purchase coordination to one digital procurement process across its hotels, departments and properties.

Requests, approvals and orders are tracked in one place. That has reduced manual effort, improved visibility, sped up purchasing and made procurement more efficient across the group.

See it on your own assets

A 30-minute demo, set up for a hotel group or hospitality operator.

The client's name is withheld for confidentiality. Results are as reported by the client.

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