

Digitization of H10 Hotels supply chain with Bavel



 **+63 hotels**

 **+20 destinations**

 **+16.000 hotel rooms**

TOP 10
Hotel Chains
in Spain

Starting point

In 2013, the H10 Hotels Hotel Chain begins its national expansion. The company starts to grow so quickly that some inefficiencies arise in their processes. “The number of invoices increased, and we started to have difficulties to manage them in terms of quantity and space”, as recalls Antonio Cortés, Head of Administration.

As per the Sales team, the person responsible for managing the invoicing realizes that running the paperwork from the supply process (issuing orders, receiving invoices, reconciliation, accountability, resolving disputes, issuing payments...) does not leave them **time to do more valuable tasks**. Managing an annual volume of 50,000 invoices, H10 Hotels needs to automate their processes.

“ **The number of invoices increased, and we started to have difficulties to manage them in terms of quantity and space.**

ANTONIO CORTÉS,
Head of Administration

The solution

“ **At the moment, H10 Hotels connects with 92% of its providers electronically through Bavel.**

H10 Hotels decides to digitize the issuing of orders and invoice reception with Bavel of all their hotels in Spain. In the first stage of the project, the Bavel and H10 Hotels teams work together to **connect the electronic invoicing platform to SAP**, the H10 Hotels' ERP.

After this first - and only - technological effort from the hotel chain's side, it comes the connection phase with all the providers. Those who are already working with Bavel can directly integrate with H10 Hotels. For those who don't, there is an **onboarding plan** for each specific provider to assure the correct connection. At the moment, H10 Hotels connects with **92% of its providers** electronically through Bavel.

The outcome

Six years later, H10 Hotels' Sales team hasn't increased the number of employees even the invoice volume is 5 times bigger. Now, the same person is capable of managing more than **270,000 invoices** per year. Furthermore, H10 Hotels is able to issue more than **92,000 electronic orders** to almost **400 different providers** automatically.

Bavel issues the order and assures the reception by receiving and integrating the invoice to SAP. If there are no issues, the manual intervention is not needed and the invoice is automatically accounted and H10 Hotels issues the payment. The hotel chain also **reduces the average payment time**. At the moment, all H10 Hotels owned hotels in Spain have implemented Bavel since the first day and all their providers have to use electronic invoices.

	hotels integrated into Bavel		+92k orders issued annually
	+270k invoices received annually		1 person managing invoices
	92% digitized providers		Reduction of the average payment time