

Case Study

Westchester Controls Time & Money Savings Made Simple



Client Profile

Westchester Country Club is a full service, family oriented property that has been consistently ranked in the top 50 private country clubs in the U.S. Their facilities include two championship golf courses, multiple food and beverage venues, lodging, a beach club and comprehensive fitness and racquet sports facilities.

The Challenge:

Tracking and controlling ordering and purchasing activity, being able to access real time pricing, measure spending vs. budget and verify receiving.

Before CedarCreek purchasing was a labor and paper intensive process with no electronic documentation or ability to centrally track pricing, spending and receiving of orders and items.

Robert Sanders, is the Director of Purchasing at Westchester and an industry expert with over 20 years in the club and hospitality Industry. Sanders manages the procurement for all of Westchester's operations and outlets.

"When I first started in purchasing 20 years ago, all orders were over the phone and hand written", explains Sanders. "I look back and remember how time consuming it was and know many clubs are still doing it that same way today."

COST SAVINGS

5%

Savings on Total Annual Spend

50%

Reduction in Labor to Receive and Take Inventory

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“Now I have everything right in front of me: direct access to my suppliers, catalogs, personalized order guides, the ability to quickly create and send an order electronically, view how the order impacts our budget and assurance the vendor accepted the order and its status.”

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The Solution:

CedarCreek Systems Order Management

“When I came to Westchester, I was pleased to learn they were using CedarCreek Systems. With CedarCreek, everything is documented and there’s accountability for all purchases and receipts in real time. For example, take a holiday event from last year and you can pull up the order to help set your budget and know exactly what you bought and paid. Everything is at your fingertips, all available in one centralized, cloud-based platform.”

Another key benefit CedarCreek delivers is real time budget visibility with its checkbook drill down features. Every order placed is immediately reflected in real time against the forecast for the department issuing the order.

“The system protects our team from unknowingly exceeding their budget when ordering goods or services. I can look at a GL account and instantly know what we spent and what’s available vs. budget. Department heads have the same visibility so there are no more surprises at month end.”

Capital budget or large dollar orders can also be automatically sent for approval to the GM or Department Head for review on their mobile phone or any web enabled device.

“The system is very efficient. My pricing is linked directly to the supplier so it’s up to date and accurate. My purchase history and price of every item is available immediately”, Sanders states proudly.

Previously, these processes were all manual. Sanders and other managers can easily spot discrepancies between price, quantity and receipts. There is no confusion now that everything is automated and transparent in one system.

“Our team can easily search for original orders, price changes, receiving records and quantities which took hours in the past and involved lots of paper shuffling.”

The Results:

“This is the most efficient, productive system I’ve used. And, it’s extremely user friendly. When I introduce the system to a new user, they see it is logical and makes their job easier. I don’t know how we would run the club without it”, claims Sanders.

Westchester is enhancing their platform by implementing CedarCreek’s latest product for food and beverage inventory control. The club is adding mobile scanners and tablets to quickly and easily receive, count and manage their F&B inventory in real time. No more manual counts and inputting to Excel.

Labor savings will average from 10 - 15+ hours every month.

BENEFITS

- ✓ Centralized Order Management Strengthens Controls & Transparency
- ✓ Managers Control Real Time Spend vs. Departmental Budget
- ✓ Smarter Purchasing with Direct Access to all Club Suppliers and their Pricing
- ✓ Streamlined Work Flow Closes Gaps between what was Ordered and Received

OTHER CLUB CLIENTS INCLUDE

- Fisher Island Club
- Big Canyon Country Club
- San Antonio Country Club
- Royal Palm Yacht & Country Club
- Northwood Country Club

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