MANDARIN ORIENTAL
THE HOTEL GROUP

SUCCESS STORY

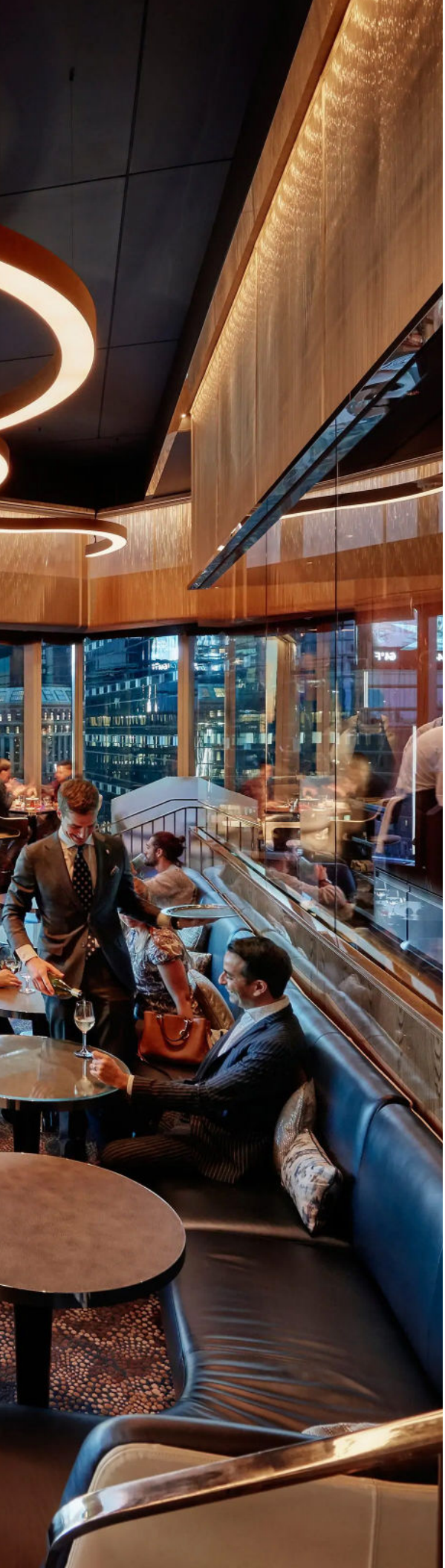
Mandarin Oriental

Fourth®

KEN ENG

Operations Controller, The Americas

We chose Fourth because we needed our teams to be able to use a purchase to pay and inventory system on the go, without laborious manual, error-prone processes."



Established 1963 in Hong Kong, Mandarin Oriental is one of the world's most luxurious hotel groups. It manages 35 hotels globally including seven in the Americas region. Ken Eng is Operations Controller, The Americas and has worked with Fourth's Purchase to Pay & Inventory solution since it was implemented in 2012.

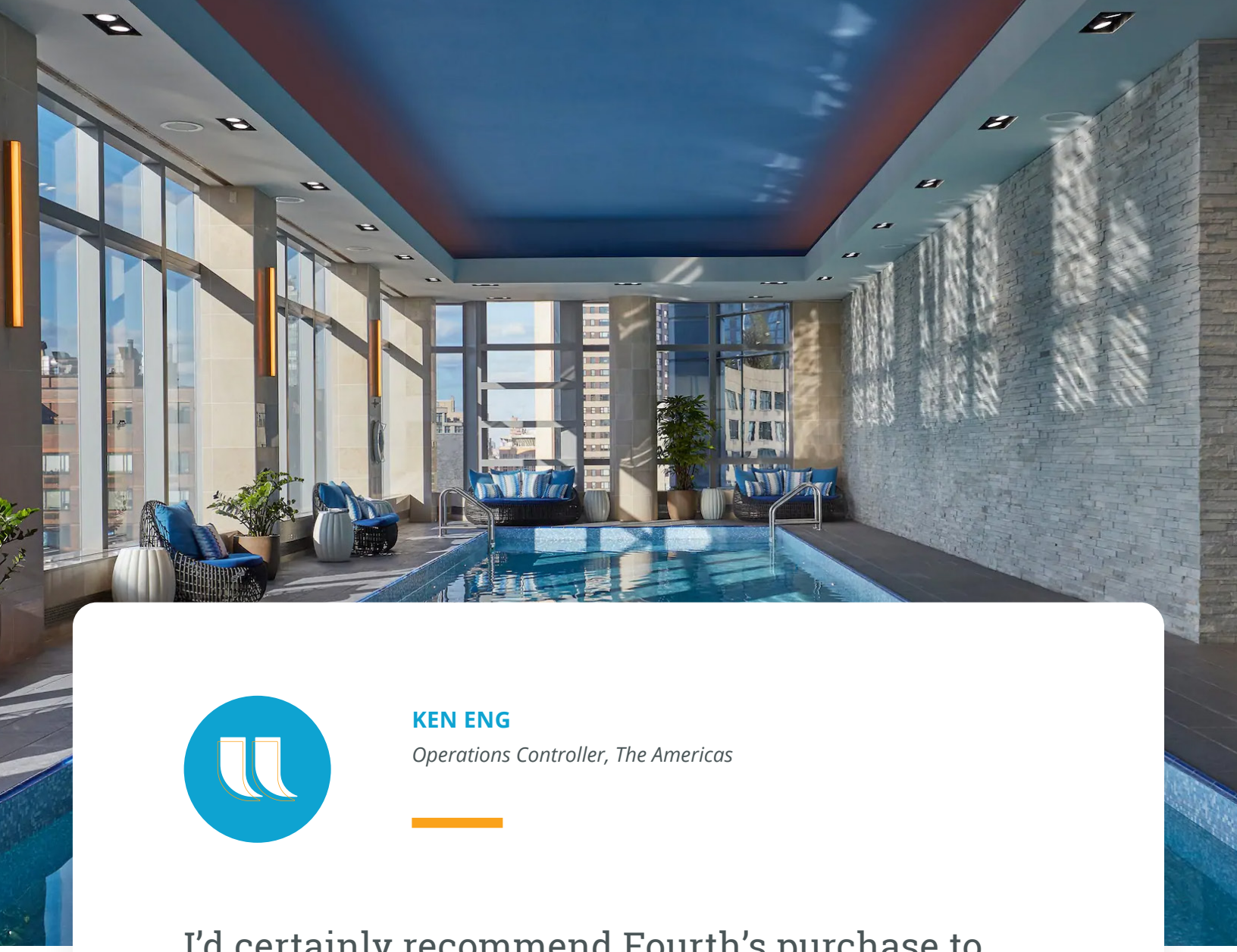
Fourth helps Mandarin Oriental at regional and property level

At regional level

- The regional corporate office has a system that gives finance and operations the information it needs when it is needed
- The Fourth solution is used throughout the US hotels and is configured to Mandarin Oriental's needs and is therefore very helpful for Purchasing Directors to get trustworthy, accurate reports
- They can generate the reports they need quickly and efficiently
- "We have great support from Fourth, and their team puts in the time and effort not only to help us get the best from the solution, but also encourages us to use the system to its fullest" added Mr Eng
- Seamless integration with Accounts Payable Seamless integration with Finance Seamless integration with Point of Sale

At property level

- All deal with Purchase Orders in the same system and in the same way
- Time efficiencies via elimination of manual processes
- They have an audit trail so any delays in approvals can be investigated quickly and efficiently
- Virtual elimination of rogue purchasing
- They have a system that helps staff follow company policies and procedures



KEN ENG

Operations Controller, The Americas

I'd certainly recommend Fourth's purchase to pay and inventory solution to other hotel groups. What sets Mandarin Oriental apart from other hotels is our attention to detail and our legendary service, and service is also one of the things that sets Fourth apart from the competition, too.

©2020 Fourth Enterprises LLC. All rights reserved. Fourth cannot be responsible for errors in typography or photography. Fourth and the Fourth logo are registered trademarks of Fourth Enterprises, LLC. Other trademarks and trade names may be used in this document to refer to entities claiming marks. This case study is for informational purposes only. Fourth makes no warranties, express or implied, in this case study.