

1700+ locations. 4500 product lines. Now at their fingertips with Fourth.

Mitchells
& Butlers

Learn how one of the UK's largest food-led pub and hotel companies streamlined purchasing as it scaled to 1700+ locations and made £2.21 billion in revenue for FY22.

INCREASED
ORDERING ACCURACY

MORE TIME TO FOCUS ON DELIVERING
GREAT GUEST EXPERIENCES

MORE INFORMED
BUSINESS DECISIONS

What began in 1898 when two Midlands families came together to form Mitchells & Butlers (M&B), has transformed into a leading pub, restaurant, and hotel company in the UK and Germany. M&B has scaled to more than 1700 locations, across a range of brands and formats. The businesses delivered net sales of £2.21 billion in 2022, some of the highest levels in the industry.

Challenge

M&B site managers used a time-consuming legacy system to track and organise purchases. Without a dynamic catalogue, this led to incorrect ordering and money wasted on the wrong items for each brand.

- The third-party, supplier-owned platform was not designed for its current use.
- A lack of centralised ordering made reporting, oversight, and control difficult for corporate office and operations management.
- Local managers could not confidently purchase the right products on time and on budget.

Solution

Fourth empowered M&B's managers and employees to conquer their day with powerful workforce management solutions.

- A mobile app for purchasing and receiving allows M&B to control vendor catalogues with real-time visibility.
- M&B now creates and manages multiple catalogues across sectors at more than 1700 locations.
- Site managers maintain compliance with purchasing standards while meeting business goals.



"100% of our general managers saw time savings with the introduction of this solution. This means our managers can focus on our customers and provide the service we are known for."

Darrell Wilson
Former Director of Procurement
Mitchells & Butlers

Result

With Fourth's Purchasing and Procurement, M&B has 15 indirect consumable suppliers and 4,500 different product lines at the fingertips of pub and restaurant managers.

- Visibility of more than 150,000 orders per year and £25m spent annually.
- Centralised catalogue management.
- Increased ordering accuracy.
- More informed business decisions.
- More time to focus on delivering great guest experiences.



Industry
Pubs, Bars, and
Restaurants



Solutions
Purchasing and
Procurement



Locations
1700+



Customer since
2015



Employees
44,000