



CASE STUDY

Avendra

Helping Avendra maintain
its competitive edge.





Background

As North America's largest professional supply chain management company serving the hospitality industry, Avendra works with over 6,000 customers and suppliers to help them optimize their supply chain operations. The company purchased RizePoint software to run its entire quality assurance process, which includes tasks like supplier audits, product optimization studies and audits of goods and services being delivered. Avendra works closely with well-known hotel brands such as Marriott, Hyatt, Fairmont and Club Corp. RizePoint software has helped Avendra improve the overall efficiency of its auditing process and provide customers with more detailed analytics for making site improvements.

Overview

Prior to using RizePoint software, Avendra's auditing was done using paper and pencil, which required data transfer to a laptop computer and later to a corporate server. This inefficient process limited Avendra's ability to capture detailed analytics in a timely manner. Since adopting RizePoint software, Avendra auditors use a real-time connected iPad, which allows them to cut audit time by 30% on average, and upload their findings immediately.

In addition to saving time, RizePoint software helps Avendra identify and correct problems almost immediately. For example, while inspecting daily truck deliveries, Avendra may discover spoiled produce that must be replaced before the lunch or dinner schedule for that day. RizePoint software allows them to send an email to the supplier in a matter of minutes to notify them of the problem and arrange for them to send replacement product immediately. The improved communication provided by RizePoint software improves efficiency and helps Avendra resolve problems more quickly.

"Using RizePoint we've been able to reduce our audit time from 11 hours per audit to 8 hours per audit."



Ed Thompson
VP of Quality Assurance
for Avendra



**EMPOWERING YOU TO BUILD
A HIGH PERFORMANCE ORGANIZATION.**

RizePoint - formerly Steton Technology Group - is the global leader in software solutions that proactively safeguard enterprise compliance— for both internally-imposed standards and externally-imposed regulations. RizePoint software is purpose-built to clearly align and unify field teams, regional management, and executive leadership around the organization's compliance performance. Our customers gather better data, see necessary actions earlier, and act faster to correct issues before they become costly liabilities. Considered the industry standard for food service, hospitality, and retail, RizePoint mobile and cloud-based solutions serve nearly 2 million audits with 200 million questions answered annually.



FIND OUT how RizePoint can help you improve your operation today.

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RIZEPOINT BY THE NUMBERS

1.67 million

Audits Per Year

285,000

Users

27,000

Hotels and Resort Properties

120

Countries and Territories

39

Languages Supported