

Strategic procurement partnership assists with growth

CLIENT:	Away Resorts
SECTOR:	Park Operator
ADDED VALUE:	Waste, Laundry, Janitorial, LPG Gas, Food

Thanks to continual success on project delivery and value add, ERA remains a firm ongoing strategic partner working for the benefit of Away Resorts.

Over the last seven years, Away Resorts and Expense Reduction Analysts (ERA) have built a strong relationship based on trust, respect and a common goal; to secure the best prices and services on the market to support commercial growth. Operations Director, Greg Lashley, originally reached out to ERA due to a lack of in-house resource. Now, thanks to continual success on project delivery and value add, ERA remains a firm on-going strategic partner working for the benefit of the company.

THE CLIENT

Away Resorts is a UK holiday park operator, with six parks in Lincolnshire, Isle of Wight, North Wales, Hampshire, Hayling Island and Essex. Founded in 2008 by three close friends, the multi award-winning operator employs over 1000 full, parttime and temporary workers and was recently named in the top 100 fastest growing businesses in the UK.

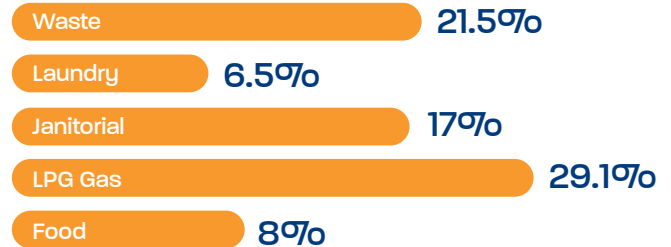
Away Resorts prides itself on going above and beyond for guests, staff and stakeholders alike.

THE CHALLENGE

ERA Client Relationship Manager, Clive Bailey, has managed the relationship over the seven years and, together with Greg, identified projects for company's long-term benefits. After analysing individual project requirements, Clive manage the ERA process to ensure quality and service levels are maintained.

After assisting Away Resorts with the procurement of some initial projects, the scope of knowledge and the advantages of ERA's comprehensive analysis process became clear to Greg.

SUMMARY OF SAVINGS




"I wouldn't hesitate to recommend ERA to other businesses. Far from simply focusing on quick wins, Clive and his team are committed to delivering the best, overall, longterm supply solutions for our business."

GREG LASHLEY,
OPERATIONS DIRECTOR, AWAY RESORTS

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“I was particularly impressed with ERA’s data gathering and tender process - the level of detail is beyond anything we could have achieved in house. Rather than being a drain on my time or resource, ERA delivered top-line, need-to-know information to me, backed up by detailed analysis. By continually achieving cost savings and efficiency gains for the business, they’ve become a trusted partner.”

Two notable projects, Laundry and LPG Gas, are both key cost-centres for the business:

LAUNDRY

ERA specialist, Sue Cooke, carried out a company-wide review and, based on her market knowledge, negotiated new, reduced rates with the incumbent supplier. Two years later, Sue was able to negotiate new rates and a new, beneficial contract period, mid-term. Away Resorts have since instructed ERA to carry out a further pricing review and this time tender the contract to the open market.

LPG GAS

ERA fuel expert, Peter Randall, streamlined Away Resorts’ LPG supply chain by consolidating multiple suppliers. Leveraging his market knowledge, he was able to bring costs down and under control whilst at the same time, improving service across the parks. After the first two years, ERA negotiated a significant reduction on proposed price increases midway through the contract. Subsequently, by negotiating a contract extension with the current provider, Peter ensured Away Resorts were in a stronger position for retendering to the wider market at the point of contract renewal.

“I have the confidence of knowing that ERA audit our invoices across the relevant categories. Any anomalies are raised and investigated. Overcharges are rectified, saving us time - and money! The regular reviews and reports mean that I’m up-to-date but don’t have to micromanage. My staff and I can concentrate on running the business, day-to-day, safe in the knowledge that the consultants at ERA are monitoring the bottom line in their areas of expertise,” said Greg.

Since commencing its partnership with ERA, Away Resorts has acquired three further holiday parks, bringing the estate’s offering to a choice of six stand-out holiday destinations. Cementing the partnership, Away Resorts have now engaged the services of ERA for an additional three projects, in new areas of spend. Greg has also requested reviews of three previous projects at the point of renewal due to the growth of the business. As he explained, “Regardless of our expertise in-house, the knowledge and leverage that ERA bring to the table is worth utilising at every opportunity.”

ADDED VALUE

- Improved board level reporting and oversight.
- Greater visibility and control over spend.
- Ongoing supplier relationship management.
- Access to niche cost-centre specialists.



We see opportunities where you never thought possible.
So contact us today to discover the true potential of your business.

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