

# Leading the industry in category management

## WHY PROPERTIES LOOK TO HSM

HSM's Category Management team has developed and negotiated global and regional pricing agreements with hundreds of industry-leading hospitality product and service suppliers. Our position as a global procurement powerhouse enables us to offer customers unrivaled value-based pricing, superior products and the highest quality service standards through our rigorous sourcing events, strategic partnerships, negotiated commercial terms and in-depth global supply chain knowledge.

## HOW OUR EXPERTISE BENEFITS OUR CUSTOMERS

HSM simplifies and streamlines the procurement process for our customers by:

- **Supplying products** based on brand specifications, company guidelines and project initiatives.
- **Evaluating markets** to identify new trends and innovations.
- **Controlling costs** using fixed price contracts, formula pricing and forward commodity purchasing when advantageous.
- **Reviewing contracts** to evaluate current spend and identify opportunities to leverage and consolidate programs, potentially reducing costs.

## HSM'S REACH AS A GLOBAL PROCUREMENT POWERHOUSE

HSM offers sourcing in every major category, including Furniture, Fixtures and Equipment (FF&E), Operating Supplies and Equipment (OS&E), and Food and Beverage (F&B). In addition to volume discounts on everyday items, our Category Management team also manages 60+ service contracts that span a range of categories, including safety and security, maintenance, environmental services, product support and infrastructure maintenance. Harnessing the advantage of our negotiating strength empowers customers to:

- Enroll hotels one at a time, no portfolio-level agreements required, with our master services agreement.
- Enjoy elevated service levels, like guaranteed response within hours of logging a request and significantly faster service dispatch, among others.
- Access pre-negotiated terms to manage risk, including liability, insurance requirements and more.
- Ensure you receive standardized pricing across the board, leveraging our full scale of added incentives.



## SECURING THE SUPPLY CHAIN

**Distribution.** HSM provides coverage through a national network of distributors with whom we review key performance indicators, including service level, substitutions and on-time delivery. Our account management teams will work with your operators to put a reporting structure in place supporting product inventory, stock shortages, potential outages and more. HSM's distribution programs help properties improve productivity and reduce costs, while providing the flexibility to customize solutions for individual markets and properties.

**Regional and national programs.** HSM's regional commodity programs make it easier to secure the best products at the best prices in your metro area by negotiating directly with the commodity suppliers there. We work to keep the quality high, the costs low and the sourcing close. Our national distribution programs help to lower costs across entire regions or categories by leveraging the purchase volume to reduce base product costs for participating properties. By driving economies of scale, we are able to negotiate powerful savings with distribution partners covering an expanded geographic scope.

**Supplier Partnerships.** HSM relies on strategic supplier partnerships that are developed through a rigorous process based on leadership, quality, cost, delivery, management and innovation. We take a category approach, selecting supplier partners for each category and identifying supplier strengths based on region to minimize cost and maximize efficiency. This degree of strategic due diligence creates a sturdy end-to-end supply chain solution.

## WHO ARE SOME OF OUR PRIMARY SUPPLIERS?

HSM's portfolio of core suppliers includes Sysco, Guest Supply, Edward Don, HD Supply, LG Electronics, Serta Mattress Company, FreshPoint Inc., Foliot Furniture and Precor US.

## WANT TO LEARN MORE?

To team up with HSM and draw upon decades of category management experience, contact us at [HSMx@Hilton.com](mailto:HSMx@Hilton.com), or visit [MySupplyManagement.com](https://www.MySupplyManagement.com).

Want to be in-the-know on the latest in supply chain updates and procurement industry insights? [Follow HSM on LinkedIn.](#)

