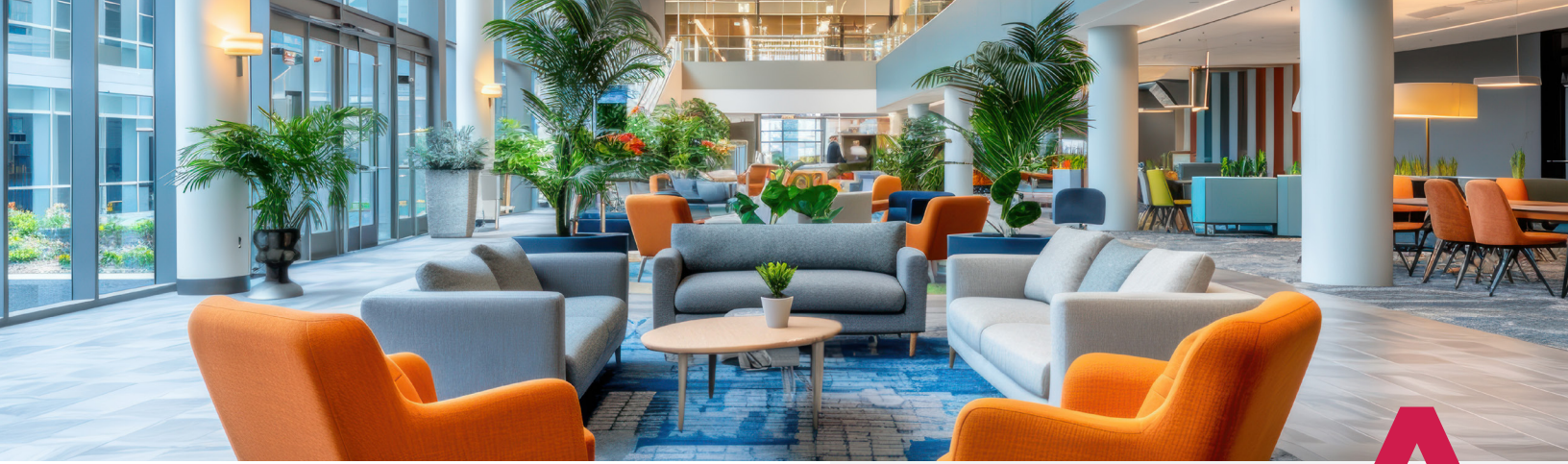


Case Study

# Omni Hotels & Resorts

A luxury hotel brand earns \$1.3M in rebates and cuts check payments by over 50% through their partnership with Corpay.





## CASE STUDY

# OMNI HOTELS & RESORTS

**Industry:** Hospitality

**ERP:** BirchStreet and Oracle

**Vertical:** Hotels & Resorts

**AP Staff:** 6

## Client Profile

Omni Hotels & Resorts is a top-tier luxury hotel chain with more than 50 properties across North America. Known for its four-diamond services, signature restaurants, and award-winning amenities, Omni offers guests an authentic local experience and exceptional, personalized service.

## Challenges

The COVID-19 pandemic hit Omni hard, forcing a drastic reduction from 50 operating hotels to just six and slashing its workforce from 20,000 to 2,000 in mere weeks. This swift change put immense pressure on the small AP team of just five members. As Margot Guy, VP of Shared Services Center at Omni, explained, “Our AP team really did not have sufficient resources.”

Omni had been heavily reliant on manual processes and was struggling with the inefficiencies and risks of paper checks. Efforts to transition from checks to electronic payments with their previous provider, Bank of America, were ineffective. “We were 70-80% check, and wanted to get to electronic payments. Bank of America told us they would help us get there – from check to electronic – and they did campaigns, but it didn’t work,” Guy shared.

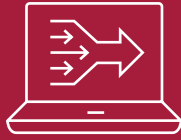
“We had stacks and stacks of checks that my team would have to sign and stuff. All of that is gone with Corpay.”

Margot Guy

VP of Shared Services Center, Omni Hotels & Resorts

## Solution

In December 2022, Omni Hotels & Resorts teamed up with Corpay to modernize their accounts payable (AP) processes. The goal was to move away from checks and adopt digital payment methods. Corpay’s AP Automation solutions were chosen for their ability to reduce fraud risk and streamline workflows. Additionally, Corpay’s concierge service provided crucial support for Omni’s key vendors, making it a standout choice.



2 FTEs saved through automation



\$1.3M in rebates earned in 2023



55% of payments now electronic

## Results

Corpay's automation brought substantial improvements to Omni Hotels & Resorts, including:

- **Rebate Earnings:** Omni earned \$1.3M in cash rebates in 2023, directly boosting their bottom line.
- **Electronic Payment Growth:** Electronic payment transactions increased by 25% year-over-year – now making up 55% of their payment methods.
- **Resource Efficiency:** The automation of payment processes allowed Omni to save the equivalent of two full-time corporate AP positions.
- **Fraud Protection:** With Corpay handling much of the liability, Omni enjoyed enhanced payment fraud protection and peace of mind.
- **Elimination of Manual Processes:** The shift to Corpay eradicated manual check processing, easing the administrative load on the AP team.

## About Corpay

Corpay (NYSE: CPAY) is a global leader in payments, helping businesses of all sizes better track and manage spend. Through its unified spend management platform, Corpay Complete, Corpay offers a range of solutions including Payments Automation, Invoice Automation, Procure-to-Pay, Expense Management, and Commercial Card programs. These solutions empower clients to automate, secure, and streamline business payments while reducing overall costs. An S&P 500 and Fortune 1000 company, Corpay processes 1.9 billion transactions annually and is the #1 B2B commercial Mastercard® issuer in North America. Learn more at [www.corpay.com](http://www.corpay.com).

