

How Mereté Hotels Cut Procurement Time by 75%

Lilo simplifies procurement for hotels of all sizes

At a glance

For Mereté Hotels, delivering exceptional guest experiences starts behind the scenes—with streamlined operations and well-managed properties. But until recently, purchasing supplies for each location required hours of manual work, vendor coordination, and order tracking.

By switching to Lilo, Mereté Hotels has simplified procurement across multiple properties—saving hours each week and gaining better visibility into spending along the way.

The Bottom Line

“Lilo helps Mereté Hotels simplify procurement across multiple properties—cutting ordering time by 75%, improving visibility into spending, and eliminating vendor friction.”

Why Mereté Hotels Recommends Lilo

“All of our vendors and products are in one place,” said the Housekeeping Manager. “I don’t have to track down pricing or manage relationships—Lilo does that for me.”

“Our team gets more done with fewer distractions,” the General Manager added. “We’re saving time, working smarter, and getting better support than we ever had before.”

“Lilo changed the way we manage procurement. We’re saving hours every week and getting real support when we need it. It just works.”

— General Manager, Mereté Hotels



15+ Hours/Month

Saved per property



75% Reduction

In ordering time



www.lilohotelsupplies.com



New York, NY

RESULTS

1

Significant Time Savings

Across properties, Lilo has reduced time spent on ordering by more than 75%. Tasks that once took multiple hours per property are now completed in under half an hour.

2

Improved visibility into cost savings

While exact dollar savings are still being calculated, the General Manager noted that Lilo’s built-in cost savings tool provides helpful transparency during every order.

The Challenge:

Hours Lost Managing Multiple Vendors and Logins

At the property level, the process of ordering supplies was anything but efficient. Each hotel manager was responsible for navigating a patchwork of vendor websites, remembering login credentials, and handling support issues directly.

"I was spending about two hours per property just to place routine orders," said one Housekeeping Manager. "There were too many vendors, too many logins, and way too many opportunities for things to go wrong."

The time burden wasn't limited to individual properties. One of Mereté's General Managers, responsible for overseeing multiple locations, shared how the fragmented process created friction at scale.

"Ordering used to mean bouncing between multiple sites and tracking everything manually," the General Manager explained. "It was time-consuming, and it took our attention away from the bigger picture."

The Solution:

One Platform, One Login, and One Point of Contact

With Lilo, procurement for Mereté Hotels now runs through a single platform. All vendors and products are centralized, and the Lilo team handles vendor support—freeing property teams to focus on operations.

"Now it takes just 20 to 30 minutes per hotel to place an order," said the Housekeeping Manager. "And if something's wrong, I don't have to deal with the vendor—Lilo fixes it for me that same day."

"Being able to place consolidated orders through one system has made a huge difference," added the General Manager. "And the Lilo team listens to our feedback and actually acts on it. That's rare."