

*"Not only are our rates better, our hotels are better, too. Our teams feel like they've been upgraded."*

**Richard Justus**  
CEO  
Resource Plus



## Resource Plus

- Full service fixture/display installation company in Jacksonville, Fla.
- Manages new store set-up, remodels, merchandising programs and wide-scale re-sets
- Encompasses retail clients ranging from grocery and drug stores to department, furniture, specialty and home improvement outlets
- 850 employees

## Challenge

Before its partnership with CLC Lodging, Resource Plus spent a lot of administrative time researching available hotels and negotiating reduced rates for each project. Additional man-hours went into auditing multiple invoices to ensure appropriate rates were charged at project-end.

When Resource Plus got last-minute projects that required weekend work, project managers had to scramble to find lodging – often at high rates.

## Workforce Lodging Solution

In 2009, Resource Plus found a resolution to their lodging dilemma – CLC Lodging. When more hotels are needed in a particular area, CLC's expert negotiators, backed by the purchasing power of 9mm room nights worth nearly \$500 million annually, contract for deeply discounted rates.

CLC's Traveler Support Center provides employees with extensive check-in support and directory assistance. "CLC has definitely streamlined the process for us – no more late night home calls to our travel managers. CLC's 24-hour staff handles any concerns," says Richard.

Resource Plus also benefits from CLC's contracted 24-hour length of stay for overnight projects, often cutting their billing to one night rather than two. CLC's proprietary 52-point electronic audit and consolidated invoicing reduces the time Resource Plus spends reviewing invoices from multiple hotels and projects.

## Results

Resource Plus has cut time spent on the entire lodging process – from booking to billing – by 90%, thanks to CLC. "Our admin team feels like a load has been taken off their shoulders," says Richard. "They've gone from hours to just minutes on lodging searches, negotiations and reservations."

CLC's reporting enables Resource Plus to easily quantify projects with job cost coding and separate billing for various departments ensuring accuracy and accountability.

"Not only are we saving money on the lodging process, we're saving man-hours," Richard says. "Our staff is able to dedicate time once spent on lodging to other revenue-producing projects."

### KEY CLC STRENGTHS:

- Consolidated purchasing power of 9 million room nights annually
- 24 x 7 Traveler Support Center providing check-in support, directory assistance and reservation services
- Accurate, timely billings which are easy to review
- Detailed, customized reports delivered on a timely basis
- Automated cost coding for easy tracking by region, division, employee and hotel



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