



“Our moment came when our guys on the road were linked with the system.”

# Hobart Canada

## Developing a recipe for success

Having developed its own Enterprise Resource Planning system several years earlier, Hobart Canada found it was so highly customised it couldn't adapt to the changing needs of the business.

### Plenty of food for thought

After serving the commercial food industry for over a century, Hobart Canada had attained a hard-earned reputation for high quality equipment and excellent customer service. A few years ago, however, the company realised that its existing business management software was limiting both its growth and profitability.

Because much of its software had been developed by internal programmers over a decade earlier, it was clear that it couldn't be sufficiently upgraded to suit the company's current and future needs. A completely new system was the only answer.

"We were looking for a solution that would improve productivity, reduce costs and build a foundation for future growth," said Hobart Canada Controller, Orhan Musayev.

To guide the process of deciding on a software provider, the company assembled a team from its core business units.

"We had quite specific criteria," said Mr Musayev, "and Pronto was able to demonstrate that they could adapt their products to suit our requirements."

Pronto's team in Toronto immediately set about understanding the company's operations.

### Catering to the needs of a growing company

After agreeing with Hobart Canada's management team on exactly what the new system had to deliver, Pronto set about customising Pronto Xi to the specific needs of the organisation. In particular, they were looking to:

1. Establish a financial management system with real-time capability
2. Develop insights into the business to facilitate better decision-making
3. Integrate the service management function with the financial and inventory systems
4. Allow enough capacity and flexibility for future growth

### All the key ingredients

According to Orhan Musayev, Hobart Canada's transition to the new software has been both smooth and easy.

"We found Pronto Xi intuitive and user-friendly, which helped us get to grips with it really quickly," said Mr Musayev.

"The Financials module allows us to produce reports almost instantly – even customised ones – and we can drill down all the way to the transactional level."

There have also been productivity benefits at the service level thanks to Pronto Xi's Service Scheduler.

"We now have instant visibility on all of our service technicians and jobs, allowing us to refine our schedules and keep our customers better informed," said Mr Musayev. "We're also equipping our technicians with mobile devices so they can log any parts used, which will improve our inventory management."

"With the CRM module, our customer service improvements extend to more accurate record keeping and more meaningful relationship management too."

Mr Musayev added, "It's hard to believe we managed so long without Pronto Xi. We will be integrating it more and more into our business and we fully expect it to both fuel growth and make that growth easier to manage."

“We found Pronto Xi  
intuitive and user friendly.”



### Hobart Canada

- A leading supplier of commercial equipment to the food industry since 1910
- Supplies restaurants, hotels, hospitals, schools and supermarkets
- Based in York, Ontario, it employs over 210 people, almost half of which are maintenance and service technicians
- Very broad product range, from food preparation and cooking equipment to refrigerators, dishwashers, labelling systems and waste systems





“We now have greater visibility of our data, giving us the insights we need to make the right decisions...”



Orhan Musayev, Controller, Hobart Canada

### The proof's in the pudding

Hobart Canada had a dated computer system that was inhibiting its growth and profitability.

#### We Listened

and worked closely with the Hobart Canada management group to uncover the issues and ambitions for the new system.

#### We Adapted

Pronto Xi to the specific needs of the organisation, focusing on streamlined financial management and integrated management of the service team.

#### We Revealed

a new system that management and staff adapted to quickly, and that has resulted in improvements in financial management, staff productivity and customer service.

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### Tailor-made business software solutions.

Pronto Software has been developing award-winning business management software for over 30 years. With in-built intelligence, flexibility and an easy-to-use interface, its flagship product, Pronto Xi, enables users to discover rich business insights.

Pronto believes in the power of actively listening to clients, adapting our product to meet their needs and finally revealing the best solution. It's how we continually surpass client expectations, delivering moments of utter surprise and delight.