



CUSTOMER PROFILE

- 17 locations in Manitoba & Ontario
- Unreliable network was impacting business
- Needed help with reporting and consolidation



① THE CUSTOMER

Boston Pizza is the most successful full-service restaurant franchise in Canada and its history dates back to 1964. Richard Enright owns and operates 17 Boston Pizza franchises (11 in Manitoba and 6 in Southern Ontario). He opened his first franchise in 1997 and employs over 1200 people.

② THE CHALLENGES

"The reporting side of our business was very cumbersome," Richard explains. "With Simply Accounting, we had to go through a multitude of steps to update Excel sheets and we were never sure if they were correct."

Richard looked at different solutions, but ultimately felt that Microsoft Dynamics GP had better support and growth opportunities. He also knew he could count on Prophet's Dynamics GP professional implementation and expert consultants to provide first-rate customer support.

In addition to reporting and consolidation issues, Richard was also struggling with reliable IT infrastructure.

"My franchise had an unreliable network and some of my locations suffered from freezes," Richard says. "I'd heard positive things about Prophet Business Group from a friend, so I approached Randy and asked for his advice." The team quickly determined the server's hard drive was failing.

“ I was impressed by the quality and care in Prophet’s workmanship. ”

Richard Enright, Owner/Operator
Boston Pizza

③ THE SOLUTION

Prophet’s network team wasted no time installing two IBM servers. The action eliminated Richard’s network problems at Boston Pizza. “I was impressed by the quality and care in Prophet’s workmanship,” Richard says. “I especially like Prophet’s willingness to support the products it sells.”

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Prophet recommended two software products to enhance Dynamics GP for Richard’s Boston Pizza franchises: Infinia and Rockton. Taking advantage of Dynamics GP’s excellent third-party software compatibility, Infinia is an integration tool that drastically reduces manual journal entries for transaction and payroll information, and Rockton was added for its SmartFill abilities to quickly access vendor and general ledger information.

④ THE RESULTS

“EFT for Payables is fantastic,” Richard says. “I used to issue a pile of cheques several inches thick, but now I only have about seven. Some of our suppliers were hesitant at being paid this way at first, but once they’re on it, they love it! There’s virtually no delay in financial transactions.”

Prophet’s software and hardware improvements complemented the success of Richard Enright’s Boston Pizza franchises. His franchises’ networks are far more efficient and the reporting between them is much more easily shared. Richard found the support he needed and he recalls being impressed by an instance where Prophet’s own efficiency and professionalism shined.

“I remember Prophet Business Group coming on-site for a support call on Boxing Day,” Richard says. “The holidays are one of our busiest times of the year and we got help in our time of need. I’d recommend Prophet to my best friend.”