



# Hirotec builds a big future with Pronto Software

PRONTO-Xi has propelled significant growth for facilities maintenance (FM) company Hirotec.

Hirotec has been supplying and caring for the assets of some of Australia's biggest industries for more than 30 years. With 110 staff, the company is head-quartered in Sydney and has branches in Canberra, Wollongong, Melbourne and Traralgon. Its impressive client list includes Canberra Stadium, Sydney Airport, NSW TAB and Sydney's Olympic Park.

## Going for growth

In 2003 Hirotec Director Paul Sicari knew it was time for a change. The company was on a strong growth trajectory and realised its IT system could not support its expansion.

As Sicari explained, "We were using a Sybiz system which was busting at the seams. Our IT environment was quite fragmented – the system was built on old architecture with disparate databases, which didn't lend itself to being used across our branch offices."

Sicari knew that rolling out an end-to-end technology solution company-wide would require a major cultural shift and buy-in from staff – especially field employees, who were used to manual, paper-based systems. He also knew it was a fundamental step to enable the business to grow.

"We needed a system that could handle the requirements of the FM industry and services we were delivering. One of our key criteria was complete integration to incorporate the



## HIROTEC



- ◆ One of Australia's most respected building engineering and maintenance company
- ◆ Employs 110 staff
- ◆ Clients include Canberra Stadium, Sydney Airport, NSW TAB and Sydney's Olympic Park

different facets of our business and help us break out from the silos. Also, being an SME, we didn't want the hassle of going through third parties," Sicari said.

After evaluating a range of options on the market, including FM-specific solutions, in 2004 Hirotec selected PRONTO-Xi - just in time to be up and running for Hirotec's peak summer period. The company selected a range of modules including Financials, Service Management, Project Costing, Distribution, Quality Management, CRM and Payroll.

"We chose Pronto Software for a number of reasons," Sicari said. "Firstly, it was a tried and tested solution that many of our competitors were using. Secondly, from a cost, functionality and integration points of view, PRONTO-Xi won hands down. And thirdly, we were attracted to the fact that Pronto Software makes and supports its own software."

## Mobile management

According to Sicari, PRONTO-Xi Mobile Service has improved service operations and boosted productivity, transforming the way they work. All maintenance requests are logged into PRONTO-Xi to generate service calls which are allocated directly to field staff in real-time through PDAs.

Staff use the PDA to scan the barcode of equipment or asset they're working on, capturing all time and materials of a particular job, which is automatically loaded back into PRONTO-Xi. Previously staff used to fax or phone into the office to log their timesheets – now all time is recorded on the PDA.

### Greater efficiencies

"PRONTO-Xi has really driven efficiencies in terms of how we schedule work," Sicari said. "It has eliminated a huge amount of paperwork, and we're able to manage field staff much more effectively. They spend less time on internal systems and more time servicing our customers," he said.

Sicari also noted Hirotec's workforce has trebled over the last three years without an increase in administrative personnel.

Deploying PRONTO-Xi has also generated significant cost savings for the company by reducing the invoice cycle for customers. "It used to take a long time from when work was completed for a client to the date they were invoiced. We've been able to reduce this by 20 per cent," said Sicari.

### Customer service excellence

Another key feature of PRONTO-Xi that has enabled Hirotec to take its customer service to the next level is a web-based portal which allows customers to log in and drill down to view their facilities maintenance schedules and billings. They can see calls that have been logged and the status of maintenance performed through asset serial numbers.

It is this web-based capability that has given Hirotec a competitive edge, according to Sicari. "We operate in such a competitive industry and customers expect more from us than routine maintenance. Now the information we get in real-time about a company's assets is allowing us to provide customers with much better feedback."



## KEY BENEFITS

- ◆ Created competitive advantage
- ◆ Reduced invoice cycle time by 20 per cent
- ◆ Increased workforce mobility utilising field service technology
- ◆ Trebled the number of staff without increased administrative personnel

### Strategic strength

Sicari also noted that PRONTO-Xi has enabled Hirotec to manage customer's facilities more strategically. "We can capture and analyse information much more effectively and therefore provide better feedback regarding the performance of their facility," Sicari said. "There's no doubt that the way we have configured PRONTO-Xi has assisted us to win a significant amount of new business."

### A CRM future

With an eye on the future, Sicari plans on investing in PRONTO-Xi's CRM functionality. "We are looking at CRM as a way of helping us track and manage customers better. What we really like about the PRONTO-Xi CRM is its ease of use and good functionalities that meet our requirements," Sicari said.

Sicari says Hirotec will continue its expansion in terms of service offerings and growth in new markets. "Thanks to the way PRONTO-Xi has enabled us to integrate and structure our business, we can transport our business model into almost any geographic area," Sicari said.

"The strategic decisions we made four years ago when we first looked at implementing an ERP solution have really paid off. We needed a strong ROI model to roll out PRONTO-Xi, which we've achieved time and time again," Sicari said.



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