

# Pescatech

## **Company Profile**

Pescatech imports and distributes HACCP (Hazard Analysis Critical Control Points) compliant brushware and cleaning equipment for South Africa's food and agricultural processing industries, as well as non-hazardous food additives for the fish processing industry.

## **The situation before**

"Up to now we've had separate accounting and customer relationship management systems which were not integrated and ran on outdated hardware" explains Pescatech's Michael Wilson. "It made life more difficult than it needed to be for our sales staff in particular, who had to get client information from two separate systems. We decided to make a big investment in new hardware and software to streamline the business."

## **Choosing HansaWorld**

Wilson says Pescatech chose HansaWorld because of its straightforward integrated system, affordability and excellent support, as well as its easy remote accessibility. "Each of our reps has a notebook with 3G connectivity and they access the system remotely every day," he says. "It's made a huge difference to their lives being able to check stock and prices while they're with a client – and we're starting to see faster turnaround of orders as a result."

Improved stock management has been another benefit, says Wilson. "We have very high stock turnover and HansaWorld has given us much better visibility and control."

## **Implementation process**

Wilson says the implementation of the system was quick and easy. "We doubled the normal training time and had a HansaWorld support team on site for the first three days after we went live, but it was completely pain-free. All our staff were 100% productive within the first hour and we've had no problems since."

Mariaan Whitehead, Pescatech's financial manager, says she's been won over by HansaWorld's speed and ease of use despite initial fears about needing to learn a new system: "It turned out to be quite easy once I got started. Customer details are much more visible now."

**South African brushware and cleaning equipment importer Pescatech implemented HansaWorld Enterprise, enabling staff to be 100% productive within the first hour of going live with the new solution.**

## **Future plans**

Following the successful implementation of the basic system, Wilson says Pescatech now plans to introduce additional modules and functionality. "The web module will allow customers to check stock availability and pricing for themselves over the Internet, and we're also looking to integrate it with our VOIP system."

