BOSTON PIZZA INTERNATIONAL, INC.

❝❝ THE BAASS APPROACH IS PERSONALIZED AND PROACTIVE WHICH HELPS US GET MORE OUT OF OUR INVESTMENT IN SAGE 300 ERP.

Both a sports bar and a restaurant, Boston Pizza is two great concepts under one roof. Founded in 1964, this unique franchise has grown to become Canada's #1 casual dining restaurant with over 350 locations serving more than 30 million customers annually.

The Challenge

Boston Pizza was running an old version of Sage 300 ERP (formerly "Accpac") and needed to upgrade. But to this point, the company was mostly supporting their Sage ERP system in-house according to Amber Dhami, Assistant Controller at the corporate office for Boston Pizza. "We resolved Sage-related issues internally and did not typically seek outside consultation. But given time constraints and effort involved, we were seeking a more collaborative approach with a Sage Authorized support provider to help with the upgrade."

The Solution

Boston Pizza reached out directly to Sage who recommended BAASS Business Solutions – a technology consulting firm specializing in Sage 300 ERP since 1991. Right away, they could tell that BAASS did things differently ... and better. Amber recalls, "It's a world of difference. The BAASS approach is personalized and responsive. Rather than just upgrading the software, they actually took time to understand our business challenges and the operational improvements we wanted to see before even starting any work."

The Results

Boston Pizza got so much more than just Sage 300 ERP support. Plus also worked with the internal IT team at Boston Pizza to configure Terminal Services, optimize network performance, and upgrade their IT infrastructure. Amber says, "They add value to our business with knowledge and resources that we didn't have access to before."

Amber recalls that their previous Electronic Funds Transfer (EFT)process was convoluted, involving extra steps and duplicate data entry that was unnecessary. She points out, "BAASS implemented an automated EFT solution that reduced the time it takes to process a set of invoices from a full day down to a half hour. It's a huge time-saver." BAASS also resolved a challenging and time-consuming issue related to A/R and A/P processing by implementing a 3rd party solution that's far more effective and efficient than before.

Amber says, "BAASS Business Solutions helps us take advantage of features in Sage 300 ERP that we didn't know existed before. But more importantly, we now have a technology partner that's proactive, thinks outside the box, and is focused on providing the tools and knowledge we need for success."