Hotel Management module integration with Unit4 leads to an estimated $750,000 annual savings

Canalta

CANALTA
HOTELS

A user of Unit4's Enterprise Resource Planning (ERP) platform since 2007, Canalta Hotels has checked in to complete property and financial data with the deployment of ServeVita's Hotel Management module, transforming guest relations and ensuring trusted data is available for efficient decision-making.

- Eliminates 25,000 hours of manual data entry, equivalent to approximately $750,000 in savings annually.
- Reduces month-end close from three weeks to two hours.
- Liberates resources to focus on Canalta's 'I-can't-believe-they-did-that' service philosophy.
- Cuts direct bill processing time from up to three people, eight hours a day, to one person, two hours per day.

40-plus properties in western Canada

Canalta Hotels is a family-owned Canadian company, employing more than 3,000 people across Alberta, Saskatchewan, and Manitoba. What began as one motor inn in Alberta has grown into a wider network comprising more than 40 properties across western Canada.

Canalta's 'I-can't-believe-they-did-that' service philosophy distinguishes the hotel group. Customers matter at Canalta. However, the way data was managed was testing this customer-first strategy to the limit.

Under five different brands, Canalta's hotels have different mandated property management systems (PMS). Data was not consistently integrated with the rest of the back-office operations. And Canalta's other businesses — including casual dining restaurants and construction — were also using brand-mandated systems.

"The challenge was to get consistent data into one central repository," explains Rod Tomlinson, Director of Information Systems for Canalta. "A lot of hotel information was entered manually, which required significant resources. Every day, a hotel manager was typically devoting an extra 90 minutes to data entry.

Industry
Hospitality

Location
Alberta, Canada

Size
40-plus hotels, more than 3,000 staff

Product
Unit4 Enterprise Resource Planning (ERP)

Challenges

Hotel group was relying on multiple, fragmented PMS platforms. Data was scattered across these silos and separate financial systems, making it difficult to trust data for timely decision-making.

Key metrics

$750,000

ECONOMY
Management time equivalent to an estimated $750,000 annual savings

EFFICIENCY
Month-end close reduced from three weeks to two hours

> # "There are a lot of ERP vendors in the market, but they can't compete with the agility and customization that Unit4 offers. The platform is top-notch."

Rod Tomlinson
Director of Information Systems, Canalta

Across more than 40 properties, that's 25,000 hours wasted, equivalent to approximately $750,000 every year. We had to change."

People could better spend their time on tasks like customer service, selling vacant rooms, or training. Time was wasted elsewhere, too: "It could take up to three weeks to complete the month-end close, simply because the financial data was so fragmented," says Rod.

Rod crossed paths with ServeVita founder Danny Eldridge at a customer conference, and a discussion about Canalta's future data strategy led to further tapping into the potential of Unit4 with ServeVita's assistance. "No one understands hospitality technology like ServeVita," says Rod. "Their commitment to this partnership is phenomenal. They have added significant value at every step, from their understanding of Unit4 and its customizations, to the reporting and user experience."

'Golden record' of hotel data proves transformative

Canalta has deployed the ServeVita Hotel Management module across its hotel network to create a single, connected view of finance, billing, and other critical data. Unit4 ERP is the cornerstone of this hotel management platform. Data from Canalta's PMS is automatically integrated into Unit4, enabling complete financial processing. Corporate financials and hotel accounting are now united in one secure, shared platform.

"This single, golden record of hotel data is transformative. With these enriched, intelligent insights, we are seeing information in reports that we've never had before. We can analyze room occupancy forecasts, for example, seeing projections for next week, next month, and next year. We never had this before the integration of Hotel Management into Unit4," Rod says.

Comprehensive, drill-down, dashboard-based insights can be generated rapidly — any time, anywhere, for faster, more informed decision-making. Rod explains, "We use the desktop version in the corporate office. It's so versatile. We can use one database in so many different ways. Hotel managers connect to the on-premises platform using the web version for reviewing hotel financial data, approving invoices, entering pay hours, and reporting."

"We are just beginning to use the Unit4 Procurement module in our construction division, which will allow the teams to make the right buying decisions, manage better relationships with suppliers, and negotiate better terms," Rod says. "We will then extend Procurement across the hotels, which we believe will result in significant bulk ordering cost savings."

Saving 25,000 hours annual management time

Canalta has transformed its operational effectiveness and efficiency following go-live of the hotel module. The benefits include:

- Saved 25,000 hours of hotel management time previously devoted to manual data entry, equivalent to roughly $750,000 cost savings annually.

- Reduced time required for each hotel to complete the month-end close from three weeks to two hours. Instead of one person at each hotel, one person now executes the process across all hotels.

- Liberated resources from manual transaction processing towards customer-facing tasks that focus on the 'I-can't-believe-they-did-that' service philosophy.

- Accelerated and streamlined billing process, improving cash flow, compliance, and general fiscal management. For example, it used to take up to three people eight hours a day to produce bills and invoice customers. Since the integration of the hotel module in Unit4, the process takes one person two hours per day.

- Created complete, accurate payment insights. Timely reconciliation between credit card payments and direct bill payments, for example, enables Canalta to quickly identify any unpaid hotel charges and take remedial action.

"There are a lot of ERP vendors in the market, but they can't compete with the agility and customization that Unit4 offers. The platform is top-notch," says Rod.

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