

# Customer Case studies

## CUSTOMER summary



Halo, which opened in October 2018, is a value added service provider in the fresh produce industry, offering a complete supply chain solution. Their temperature controlled 112,000 sq. ft. facility ensures products are kept at the optimum temperature, ensuring quality of product. The modern fruit ripeners control the process at every stage, resulting in perfectly ripe product every time.

## KEY questions

1. When was Prophet installed at your company?

We have used Prophet since the inception of Halo in October 2018.

2. Why did you select Prophet?

It's a great tool to work with – you put data in and get useable data out.

3. What elements of Prophet do you use?

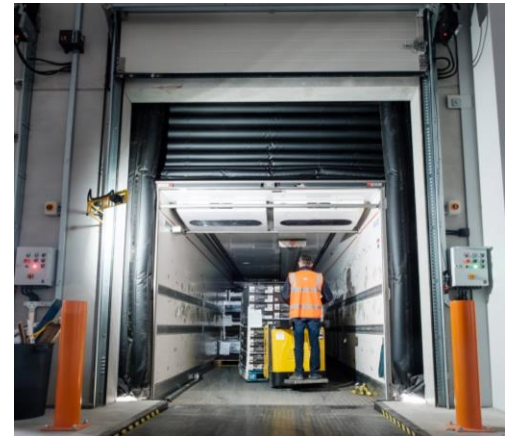
Pr3, utilizing Workspace.

4. How has Prophet benefited your company?

We can generate reports specific to customer requirements, which is really useful. All quality information related to stock is available immediately – from point of product intake to when it leaves.

5. Why is Prophet a long-term partner?

They are the best in the market. The upgrades from our licence are well received.



## CUSTOMER quote



Gavin Knight

“Prophet is industry leading. It's user-friendly and a great tool to work with – the real time data is essential in the fresh produce industry.”

*Gavin Knight – Managing Director*

“Stock is real-time, so customers and operations have information immediately, as soon as it's entered onto the system.” *Jason Perrott – Head of Technical*

“Prophet is really quick – it saves time, and it is a very easy system to use.” *Malgorzata Trukszyn - QC*



Jason Perrott

## CUSTOMER SUPPORT quote

“When a customer wants to talk about the progress of their support logs or modifications, I provide a point of contact and escalation for customers, to ensure they get delivered in a timely manner.” *Nicky Gemmell, General Manager – Prophet*

