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LEADING ERP SOFTWARE PROVIDER FOR THE FRESH PRODUCE INDUSTRY

## Prophet SA Welcomes Christi dos Santos

Christi joins the Prophet SA team as Business Development Consultant, and her focus will be to proactively communicate to our clients the range of products and services available in our stable that support them in the achievement of their business goals. Christi will also act as an objective feedback channel between Prophet and our clients to solicit valuable information on how to further improve both our product and service offerings.

We wish Christi all the best in her new role. Welcome to the team!



## Celebrating Five or More Years of Service at Prophet US During 2021

These team members are conscientious, diligent and industrious and have all contributed to making a difference in our business. Each individual has been instrumental to Prophet's success in different ways and we are extremely grateful for their motivation and dedication.

Thank you for being such valuable members of our team.

*From left to right: Anthony Valentine, Caroline Price, Mick Heatherington, Paul Stofberg, Dipesh Patel and Shannon Fauconnier.*



## Prophet UK Welcomes New Team Members



David Willett

### David Willett, Software Developer

David is keen to leverage his proven analytical and communication skills to make a positive contribution to the ongoing development of Prophet's software and is excited at the prospect of playing a key role in helping the fresh produce industry become even more efficient and profitable.



Leonel Metuge

### Leonel Metuge, QC and Design Analyst

Leonel has a passion for customer support, software development and implementation and is interested in delivering high quality products. Besides testing, he is enthusiastic about learning new technologies and domains such as Business Analysis, Business Intelligence, Digital Transformation, IoT and Project Implementation.



Marcus Guindi

### Marcus Guindi (Intern), Assistant Design Analyst

Marcus is a student at Coventry University and is currently studying Ethical Hacking and Cyber Security (BSc). He is excited about his position at Prophet UK as it will be his first insight into the day-to-day tasks and challenges that arise working at a software company and he is looking forward to gaining valuable learnings, insights and knowledge from various role players that he'll be meeting during his time at Prophet.

Welcome to the team everyone!

## Prophet UK Proud Sponsors of the Inaugural UKFPN Luncheon

Prophet UK joined forces with UK Fresh Produce Network (UKFPN) in August 2021 and sponsored their inaugural luncheon that took place on 17 November 2021 at the Crown Hall Farm, Spalding, Lincolnshire UK.

Says Mick Heatherington, Prophet US Vice President Sales, "We enjoyed attending the luncheon and engaging with new individuals and connecting with old friends."



## Prophet SA Post-Season Client Visits: An Opportunity to Reflect and Plan

As the citrus season wraps up, we make time to visit our clients for a detailed review of the past season. These visits are an opportunity to obtain valuable input regarding their system and service experience which helps us plan for the road ahead. These client visits also give us an opportunity to engage with them about what's happening in their business - both strategically and operationally. As we collate the wide-ranging client input we receive, we start planning our technology and service upgrades for the following year.

It's a busy, but fruitful time of the year for our team. We appreciate our clients who believe in this process and make time to prepare impactful feedback. Each visit translates into improved products and services and ensures that we are ready for the next season.

## Low-Hanging Fruit: These Short-Term Measures Improve Long-Term System Efficiency

Charl van Loggerenberg, Prophet SA Director

At Prophet, we understand the importance of long-term return on system investment and we also comprehend that your business and underlying processes will change subsequent to the initial implementation. As such, we've collated some of the most useful behaviours to guide your ERP maintenance for long-term system alignment and resultant business success:

**Inspire your System Champion to take ownership:** Often, the System Champion would be the person who has been actively involved in the implementation process. Success comes from this key person's ability to coordinate all aspects,

resources and staff involved in system operations and to work towards year-on-year system alignment as the business evolves.

**System hardware and infrastructure:** Lagging infrastructure that results in non-optimised systems can drive users to work manually to ease their frustrations. Be sure to consult your system provider on the hardware and security requirements that lead to optimised system performance.

**Keep users informed of system releases:** Make sure regular system users receive and review the Prophet monthly release communications and encourage them to apply their minds regarding possible upgrades that could enhance their day-to-day system usage.

**Be aware that people fight change:** New individuals joining your business may have worked on different systems and, although a new pair of eyes might be useful to optimise your system

processes, motivating them to embrace your existing system wholeheartedly will dictate their successful integration within your workforce.

**System stability takes time:** Once things get tough, your team will be tempted to default to legacy processes that might push them away from the new system. Get their "buy in" and isolate serious obstacles by obtaining exact problem statements.

**Business leaders must give their support** to continuous system alignment and be prepared to act against team members who create unwarranted resistance to system maturity. Allowing the smallest divergence from system usage can destroy successful go-lives.

*\*Edited excerpt - for the full article, click on the News page on our website at [www.prophetize.com](http://www.prophetize.com)*



## Partner with Prophet to Improve Reporting Capabilities

Your ability to report on- and derive insights from your data improves data-driven decision making

### YOUR TASK

**Build a system foundation** - Your fresh produce ERP creates the basis for data availability and accuracy. Absorbing manual (non-digitised processes) into your fresh produce system creates broader data coverage that lead to increased reporting capability.

**Engage internal and external shareholders** - To ensure the provision of the highest quality information, the organisation should engage regularly with its internal and external stakeholders. By understanding their information needs for present and future activities, the organisation will be able to better improve its performance.

**Create a clearly defined Reporting strategy:** despite access to a wealth of quality data, business leaders still experience a severe lack of strategy behind these insights. While this is better than relying on instinct alone, without a clearly defined data-driven strategy, you are still shooting in the dark the organisation will be able to better improve its performance.

**Present your data in the right way** - When it comes to presenting your data, it must be in a form that is easy to analyse. Gathering the data is fruitless if it is not presented in a powerful and simple way.

### OUR SOLUTION

**A Prophet software solution that drives data accuracy and availability:**

Prophet software aggregates cross-functional data for deeper insights into the business.

- **Calculate Instantly and Consistently:** During or after a task is completed, calculations are performed which allows you to record the quantitative impact of all business activity in real-time.
- **Dive Deep with Data Granularity:** Prophet software integrates all the data and processes at the consignment level. Because every consignment is unique, the result is that your business can quickly draw unique, data-driven insights.
- Prophet SA offers integration to various industry and other third-party systems to offer a centralised data repository. Our **Connect2Prophet API Gateway** is key to integrating various sources with your Prophet data and creates the foundation for a centralised reporting warehouse.

**Prophet SA consultants are ready to work with you and your stakeholders** to define your key performance indicators. Our talented team understands fresh produce datapoints and uses a tried-and-tested process of transforming raw reporting requirements into well-defined and measurable reporting outcomes.

The solution is to work with a team of Data Scientists that understand the fresh produce industry.

- Prophet Systems SA **partners with senior stakeholders** to understand and define the long-reporting strategy for your business.
- Our partner, ATOM DTS offers full integration with existing Prophet- and other third-party systems to deliver **centralised data repositories** for impactful reporting.
- We take care of the setup of all your business intelligence tools, infrastructure and licensing.

We develop **best practice visualisation** of data insights- either via BI Dashboards or other fit-for-reporting mediums. This reduces decision making time and increasing productivity.