

Since 1954, TFI has been supplying the world's best food-service equipment, customer support and value-added services in the Canadian market. Let our team of sales professionals show you how easy it is to create new and profitable revenue streams through our equipment and programs. It is easy to add a profitable frozen dessert, slush or hot foods program to your business. From installation through training and after-sales service and support, TFI's Concierge Level Service ensures low-stress success! Take advantage of the many videos on the website or click here to download a short presentation and let us demonstrate how quickly our equipment and programs can start making you money today!



TFI has been supplying the world's best foodservice equipment, customer support and value-added services in the Canadian market. TFI offers the highest level of quality products from Taylor, Henny Penny, Power Soak, and more. With products ranging from frozen dessert\beverage machines to cookers, fryers, freezers and merchandising cases. TFI's expert team of technicians are available 24/7 and dedicated to unparalleled customer service and support, offering full service coverage across Canada and the United States. With Customers like McDonald's, Burger King, Costco, Loblaw's, and more, TFI has become the Industry standard in their field.

### SyAcc Partnership

TFI Food Equipment began their partnership with SyAcc in 1995 when they purchased the character based software. In 2005, ten years after the original product was installed, TFI started looking for a way to make the ever growing service side of the business more efficient. Thus, the decision was made to implement the service module, including a dispatch scheduler and early tablet technology from the Windows ERP version of SyAcc. The vast superiority of the Windows ERP system soon became apparent and in 2007 the entire corporation switched to the ERP system. Since then SyAcc has implemented a state of the art web interface for all service technicians including sub contracted trades, allowing immediate updating of information and history, and enabling a billing turn around of 24 hours or less.

### What SyAcc could do that the old system didn't

“The greatest difference is that the system is moulded to fit your business. We never had to change anything about the way we do our business”

**Steve Soumakis**  
VP Finance

“We've cut down everyone's work load and at the same time increased our productivity exponentially”

**Peter Atorki**  
IT Manager

“ TFI has grown from 50 to approximately 80 employees since switching to SyAcc ERP. "The system has easily been able to keep up and has grown with us”

**Steve Soumakis**  
VP Finance

### Industry

Manufacturer and Distributor of Food Service Equipment to most of the fast food chain and food companies including McDonalds, Burger King, Tim Hortons, Windy's and others located in Brampton, Ontario

### The Challenge

- ✓ Multiple divisions
- ✓ Manual data entry
- ✓ Separate, disparate systems
- ✓ Limited visibility
- ✓ Outgrown legacy system
- ✓ Inefficient planning practices
- ✓ Time consuming processes
- ✓ Error-prone systems

### Solution & Services

- ✓ Fully integrated
- ✓ Scalable ERP solution
- ✓ Customizable reports
- ✓ Automated, scheduled reports
- ✓ Integrated CRM
- ✓ Small-business budget

### The Benefits

- ✓ Improved visibility into inventory
- ✓ Efficiency in reporting
- ✓ Strengthened planning capabilities
- ✓ Reduced load on IS department
- ✓ Accuracy in bills of material
- ✓ Greater order volume
- ✓ Increased accountability



**TFI Selects SyAcc Fully Integrated ERP Solution Among Five Others**

### Advantages of the SyAcc ERP system

Proper tracking of Service and Customer History – The new SyAcc ERP offers TFI the ability to track all of the equipment sold and its complete service history by the customer's location, product model and serial number. SyAcc ERP uses this history to automatically generate preventative maintenance work orders and reminders as well as service contract invoices.

### Ease of use

With the new dispatch scheduler in place, TFI finds it much easier to locate, view, and adjust details of their work orders. They've established a custom colour and icon code for the scheduling screen which allows their dispatcher the see the technician assigned, status of the order, and type of work carried out at a glance.

### Technical Advantage

Service Technicians connecting and updating data remotely, they can view their schedule, update and print work orders, and even check our inventory levels remotely. This type of interaction just is not possible with many system, and it's 100% real time.

### Advantage SyAcc

**Efficiency** – "We've cut down everyone's work load and at the same time increased our productivity exponentially" – **Steve Soumakis**

**Continued growth** – "TFI has grown from 50 to approximately 80 employees since switching to SyAcc ERP. The system has easily been able to keep up and has grown with us" – **Steve Soumakis**

**Flexibility** – "The entire system has been easily molded to fit our Business. Any report we want, any new procedure in the company, we've never had a problem adapting" – **Steve Soumakis**

**Traceability** – TFI is now able to track detailed equipment history including installation dates, warranty status and can quickly schedule re-active work orders or have the system automatically generate recurring work orders. "SyAcc has made our lives a lot easier" – **Steve Soumakis**

