

### Canalta Hotels Eliminates Thousands of Hours of Manual Processing with ServeVita HMS

#### THE CHALLENGE

Prior to the implementation of the hotel module, Canalta's hotel managers were hampered by manually entering hotel data from the property management systems into a dashboard for processing at headquarters. Meanwhile, 3 employees spent 2-4 hours of their workday to complete direct billing to their corporate customers. The goal for the Canalta-ServeVita partnership was clear: get Canalta's property management systems and backoffice ERP to effectively communicate to each other, enabling employees to do more than data entry and management.

#### THE SOLUTION

Developed on the Unit4 ERP platform, the Servevita Hotel Management Solution (HMS) integrates hotel data seamlessly into a people-first, proven ERP solution. Canalta, as owners of 40+ hotels across several brands, can import their hotel sales data daily from their SynXis, OnQ, AutoClerk, and ValueMatrix property management systems. Once in a centralized database accessible by the back office, every property's transactions are now viewable and reportable for Canalta's key hotel and financial metrics. Hotel data is processed automatically into the financials, with direct bill items being marked for easy billing through Unit4's Sales Order Module.

The family owned and operated hotel company based in Alberta, Canada eliminated 22,000 hours of manual processing with integration to property management systems through the new hotel management solution by ServeVita.



Headquartered in Drumheller, Alberta, Canalta Hotels is a family owned and operated Canadian company, employing over 3000 people across Alberta, Saskatchewan, and Manitoba. Since 1974, Canalta Hotels' founders, Cam and Sharlene Christianson, along with their sons Blair and Brooke Christianson, have dedicated their professional lives to building a genuine company based on the principles of hard work and service excellence. What began as one motor inn in Stettler, Alberta, gradually grew into a wider network and today, Canalta Hotels owns and operates more than 40 properties across Western Canada. The Christianson family's never-give-up work ethic and "I-can't-believe-they-did-that" service philosophy are what makes Canalta stand out in a category filled with jaded, impersonal service.

Based the "I-can't-believe-they-did-that" philosophy they needed away to automate the manual input from their multiple hotels that use different Property Management Systems (PMS) into their Unit4 Financial System. So they partnered with ServeVita to build a fully integrated Hotel module on the Unit4 platform, the solution provided the ability to import data from each hotels PMS system.

**1 hour**

time it takes to  
balance and close  
the month per  
hotel

**\$706,275**

in estimated savings  
from manual  
processing reduction

**45 hours**

in direct billing  
processing eliminated  
weekly

**22,000 hours**

of manual processing  
eliminated annually