

# what's new!

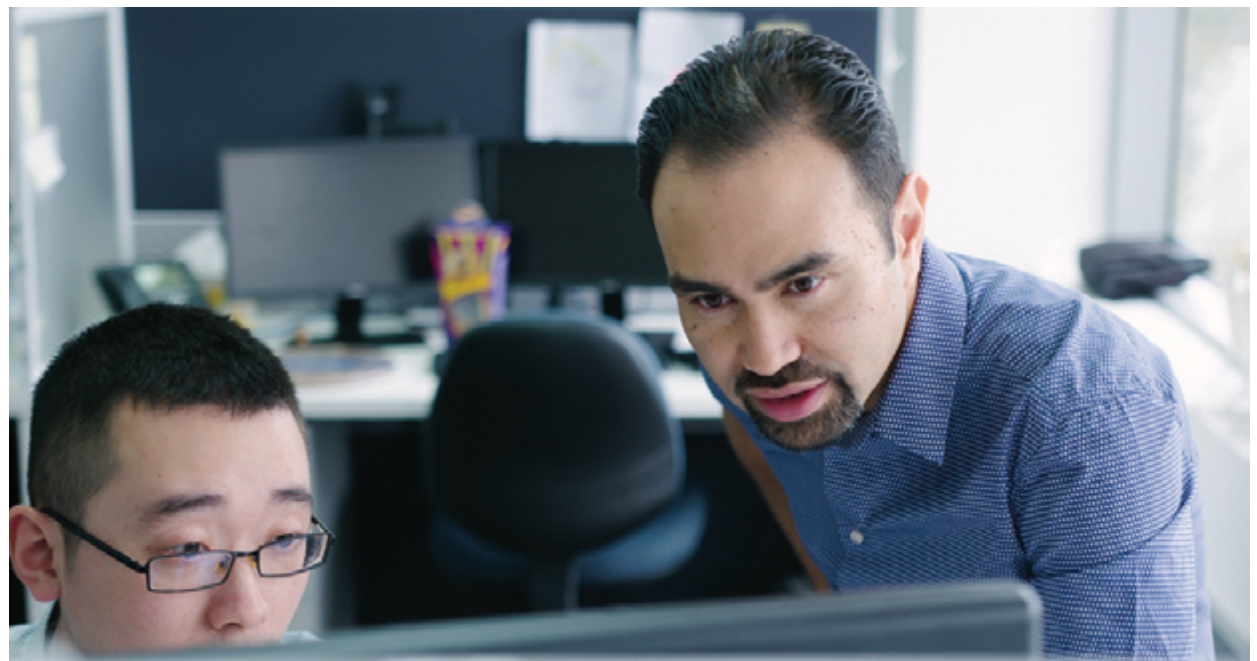
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## **PEDDERS** INTRODUCES NEW STREAMLINED SYSTEM

**Australian family owned Pedders Suspension & Brakes has been operating for just over 70 years as Australia's leading Brake, Steering & Car Suspension Specialist.**

With over 120 franchise businesses and dealer stores across its network, they pride themselves on exceptional customer service. To ensure the Pedders team could continue delivering on their promise with consistency across every store, they recognised the need to overhaul outdated systems. By streamlining front-end processes such as bookings and customer communication, alongside back-office functionality, the Pedders network has shifted to one integrated business management platform, rather than switching between multiple applications.

Working with Pronto Software's digital consultancy division, Pronto Woven, Workshop iQ has been developed. It connects with Pedders' ERP system, Pronto Xi. Now, team members can access and input all required customer and product updates from the palm of their hand, via their work devices such as a tablet. The early impact of this change, currently rolled out to an initial portion of store sites with the full



implementation among wider sites underway, has been transformative for Pedders. Most importantly, it has made them better equipped to manage evolving consumer expectations – brought on by the COVID-19 pandemic – from customers seeking fast, contactless access to real-time information, to others requiring access to that information no matter which Pedders franchise site they visit.

Scott Pedder, Managing Director of Pedders Suspension & Brakes said, “Over the last 71 years, Pedders has consistently

innovated with products and services – and now the focus is on harnessing technology to strengthen operational efficiency and customer experience. Pronto Software's ERP and analytics solution, Pronto Xi, is a key component of this journey – with Pronto Woven's expertise enabling us to fully leverage the technology and drive rapid digital transformation.”

**For more information go to: [www.pedders.com.au/about-us/pedders-franchising/](http://www.pedders.com.au/about-us/pedders-franchising/)**