

Case Study

Not-for-profit

Pronto Xi: Powering Papua New Guinea's premier nature park



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Johnpaul Houston, Chief Executive Officer,
Port Moresby Nature Park

PRONTO
SOFTWARE

Port Moresby Nature Park

- Papua New Guinea's premier tourist attraction, event and conservation organisation, and a sister partner to Zoos Victoria
- Founded in 1971, the nature park welcomes up to 150,000 guests annually, including 35,000 schoolchildren
- A not-for-profit organisation employing approximately 115 staff

Port Moresby Nature Park has come a long way since it opened in 1971 as a botanical garden and training ground for the University of Papua New Guinea. 14 years ago, it was taken over as a charitable trust and since then, has grown steadily in purpose, scale and ambition.

Today, it's Papua New Guinea's premier visitor attraction: a thriving conservation hub, community event space and environmental education centre, welcoming around 150,000 people each year.

However, the internal operations of the nature park told a different story. Despite strong visitor numbers, active school programs and meaningful conservation efforts, the organisation was being held together by manual processes and antiquated systems.

To future-proof Port Moresby Nature Park something had to change. That something, says Chief Executive Officer Johnpaul Houston, was the implementation of a dedicated ERP solution in Pronto Xi.

The challenge: paper-based systems, data loss and risk

When Mr Houston joined as CEO two years ago, the nature park was running on systems that had long outgrown their purpose. The point of sale platform had reached the end of its life, while payroll, accounts and sales each operated in isolation, with manual processes and Excel spreadsheets acting as ad-hoc workarounds.

"We were having significant difficulties with a very historic POS program," says Mr Houston. "Back in its day, it had been recommended as a leisure and visitor attraction software, but it just degraded, and we didn't have any in-country support."

The consequences were real. Accounts staff were spending up to 200 hours each fortnight on payroll and manually transferring data between systems – time lost to a process that

also created gaps in data visibility and financial accuracy.

Beyond the administrative burden, disconnected systems created risk. Without real-time transparency, operational irregularities would go undetected for extended periods. And for an organisation dependent on donations and sponsorships, that wasn't a sustainable position.

The nature park's ambitions also stretched beyond fixing immediate pain points. Membership management, function space bookings, school program scheduling and a future pathway to eCommerce all needed to be accounted for.

As Mr Houston puts it: "We wanted to join the 21st century."

Pronto Software: A 35-year presence in Papua New Guinea

Port Moresby Nature Park evaluated a range of global systems. What set Pronto Software apart was the combination of an integrated, end-to-end solution and a team that understood the specific demands of operating in PNG. Pronto Software has a longstanding presence in PNG, having delivered ERP solutions to organisations throughout the region for more than 35 years.

"We found that locally, there was a lot of really good news about Pronto Software," says Mr Houston. "The relationship we built with Pronto Software's team was instant, and that really set them apart."

Critical to the decision was Pronto Software's ability to consolidate functions previously spread across multiple providers. The nature park also had an existing relationship with BundyPlus – a time-and-attendance system that integrates with Pronto Xi – which removed a further barrier.

"We wanted a one-size-fits-everything approach," says Mr Houston. "We didn't really want to go back to where we were before, where we had three separate companies doing things and then trying to get them to talk to each other. We wanted companies that talk to each other already."

Pronto Software's local presence, cloud-based infrastructure, and knowledge of PNG's banking and tax systems, were also decisive factors for an organisation that had previously struggled with server reliability and foreign-exchange complexity.

The solution: an integrated platform

Port Moresby Nature Park has implemented a comprehensive suite of Pronto Xi modules, including a point of sale system, business intelligence platform and employee payroll portal, all hosted securely on Pronto Cloud.

Pronto Xi is set to transform the nature park's everyday and future operations, delivering significant benefits, including:

- **Real-time data and risk mitigation:**

"One of my biggest pain points as a CEO and the thing that is going to be the biggest change for me is just being able to navigate on a day-by-day basis problems and risk with real-time data," says Mr Houston. Real-time dashboards and business intelligence reporting will also allow Mr Houston to report to the Board with what he describes as "an intelligent look ahead at the cash flow".

- **A single source of truth:** Bringing payroll, accounts and point of sale into one integrated platform eliminates manual effort and data loss. "Having those three things talk to each other perfectly is going to be a huge benefit," he says.

- **Payroll and compliance:** With 115 staff on a fortnightly payroll cycle, Pronto Xi's built-in calibration of PNG's tax and payroll requirements removes a significant layer of complexity. "That's a big bonus," says Mr Houston. "Everyone's really excited about having a system that's actually easy to get around and much more user focused."

- **Function space and venue management:** The nature park is a destination for weddings, parties, corporate meetings and community gatherings. "Pronto Software," says Mr Houston, "were very quickly able to build a calendar and booking

solution that fits exactly what we need and which we can easily get a report on."

- **Membership management:**

Annual memberships – complete with member photos, discounted entry, rewards and renewal tracking – are now handled in a streamlined, reportable way. "Pronto Software were able to put all of that together into one place for us, which was incredible," says Mr Houston.

Together, these tools address the nature park's most pressing operational challenges, while laying the groundwork for future growth.

A partnership built on shared purpose

Port Moresby Nature Park is Pronto Software's first not-for-profit client in PNG. As part of its commitment to creating positive social and community impact, Pronto Software supports the nature park as a Gold sponsor.

"Pronto Software really bought into what we are doing and that's the biggest take-home for us," says Mr Houston of the partnership. "What we look for in all of our partners and suppliers is people who believe in our vision, see what we do, appreciate the work that we do as a charity, and try to help from day one."

He singles out Pronto Software Business Development Manager, Steven Keegel for acknowledgment: "Steven's been an incredible point of contact for us, and he stayed with us through the whole journey."

Looking to the future, staff are positioned to realise the full benefit of Pronto Xi. Mr Houston anticipates the system will save hundreds of hours of manual work per fortnight – time he intends to redirect towards the nature park's charitable mission of conservation, education and community.

eCommerce capability is the next horizon, enabling online bookings and payments that will further improve accessibility for the nature park's guests and support continued growth.

"We just wanted a one-stop shop to solve all of those issues," says Mr Houston. "And we've found it."



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Pronto Xi: Real-time data visibility



Port Moresby Nature Park’s partnership with Pronto Software is helping the charitable trust move from disconnected, paper-based processes to a fully integrated, cloud-hosted platform – freeing staff time, reducing risk and giving leadership the real-time visibility they need to manage a complex, mission-driven organisation.

Benefits include integrated point of sale, payroll and accounts; real-time financial and operational reporting; streamlined membership management; purpose-fit function space booking; and a future pathway to eCommerce.



We are an Australian developer of award-winning business management and analytics solutions. Pronto Xi, our Enterprise Resource Planning (ERP) software, integrates accounting, operational and mobile features in a single system – optimising business processes and unlocking actionable insights. That’s why for more than 45 years, over 1,500 Australian and global organisations, across a wide range of industries, have trusted Pronto Xi to simplify their most complex challenges.

With headquarters and our Development Centre located in Melbourne, we have support offices and consultants based across Australia, as well as a global network of Resellers and Solution Partners. Specialised divisions within Pronto Software have the expertise to assist you with pivotal technology, including Digital Transformation, Cloud and Hosting services and Business Intelligence solutions.

When you choose Pronto Software, you gain a team with deep industry experience, giving us the ability to understand your specific needs and build innovative solutions that drive business growth and revenue.

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