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## InterContinental Toronto Centre

400+ ROOMS



### Fourth's Solutions

**INVENTORY FOR HOTELS ENTERPRISE EDITION (ADACO)**

### Theme

**OPERATE WITH EXCELLENCE**

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### Challenge

While the COVID-19 pandemic has been difficult to navigate for hoteliers and the hospitality industry, a silver lining to the disruption presented itself to some. For those fortunate enough, it was a time to reset, regroup and improve business processes. The finance team at InterContinental Toronto Centre used time to the fullest as they reviewed use of their Fourth solution and improved processes thanks to the collaboration with Fourth Solution Consulting and the implementation of Fourth's next generation mobile technology and analytics.

Fourth's Inventory for Hotels Enterprise Edition (Adaco) is a mobile-enabled procurement, inventory, recipe and menu engineering and supply chain management platform for hotels, resorts, and leisure. Trusted by the hospitality industry's leading brands for over 30 years, Adaco has become the inventory, procurement, and recipe management solution of choice. As a fully integrated purchasing solution, Adaco drives efficiencies across entire organizations, including food and beverage, consumables, housekeeping, engineering, and all other hotel purchasing functions.

A progressive solution iterates upon itself, always evolving with customer needs and influenced by the changing industry. Staying ahead of those updates in concert with evolving business procedures is a formidable ask for any complex businesses. Having first started their relationship with Fourth in 2004, InterContinental Toronto Centre had routinely adopted new Adaco features as the solution evolved. However, it came to the attention of Director of Finance Juli Petrone that to fully benefit from the industry driven tools, including new mobile applications, the business needed to align to the greater possibility of Adaco.

"I wasn't confident we had the right procedures in place to adopt additional solution features and still work efficiently," stated Petrone. "I saw the potential, especially with the mobile applications, but we needed to understand how best to use the tool and how our processes could work within Adaco moving forward."

## Solution

InterContinental Toronto Centre took advantage of the lull in business activities and began working with the Fourth project team to thoughtfully roll out the new features within the new business processes. This consultative approach was crucial to the adoption of the software. Education was key to aligning the employees at InterContinental Toronto Centre on the purpose and impact of the new tools.

"There was skepticism around the new features and the mobile applications at first and that's understandable," said Petrone. "We took the time to prepare our teams on the changes and as they started using the tool, they loved it. For our teams that use the mobile tools on a daily basis, we saw the advantages in efficiency right away. If you're not thinking about using mobile apps within your business now a days, you're behind the 8-ball."

Change management was a key consideration throughout. Petrone and her team worked collaboratively with Fourth's Solution Consulting and Customer Success teams to ensure the updated functionality was implemented with consideration, alongside addressing operational changes that would ultimately compliment the technological innovations.

By thoughtfully implementing software within newly optimized and structured processes, Petrone and the team at InterContinental Toronto maximized the impact and value of the Fourth technology.

## Result

**LEVERAGED THE ADACO PLATFORM** - To modify operations creating better efficiency across departments

**BETTER VISIBILITY OF COSTS AND EXPENSES** - Leading to more effective accrual-based accounting





**JULI PETRONE**  
*Director of Finance*

“Aligning our processes with our solution investment has already had a noticeable impact on our operation and teams here at InterContinental Toronto. We are a more efficient and a better prepared business because of our optimization efforts”

