

Aberdeen City Council case study

- Increased meal uptake rates.
- Efficient support response times.
- User-friendly customer experience.

Cypad case study

Establishment type: Local Authority

Aim: Aberdeen City Council required digital solutions that could satisfy both their service and client requirements. A system that introduced the ability to generate accurate daily data across their sites and meal pre-ordering up to four weeks in advance.

Solution: A holistic digital meal pre-ordering and kitchen management platform.

Impact: Aberdeen City Council has significantly improved the management of food safety documentation, implementing a reliable platform that ensures accurate daily data across all kitchen sites

What did Cypad offer?

Aberdeen City Council was experiencing difficulties in managing meal payments and orders, with limited options for planning. With Cypad, the children got to choose what they preferred up to four weeks in advance or directly from the whiteboard in the morning. Cypad has enabled Aberdeen Council's catering service to upload all Food Safety documentation, allowing staff to complete essential safety and monitoring checks in real time.

- Transparent, enhanced payment and debt management options for staff members and students.
- Saves staff time and resources and reduces the need to use paper in the school meal service.

What was the customer looking for?

Aberdeen City Council needed a digital solution for kitchen management and meal pre-ordering to enhance the user experience for both staff, students, parents, and carers. The local authority required a system that could integrate with other technologies used in their catering and payment operation to increase meal uptake rates and improve the productivity of their kitchen staff.



We recommend Cypad for their effective and well-managed solutions within the catering industry."

Aberdeen City Council

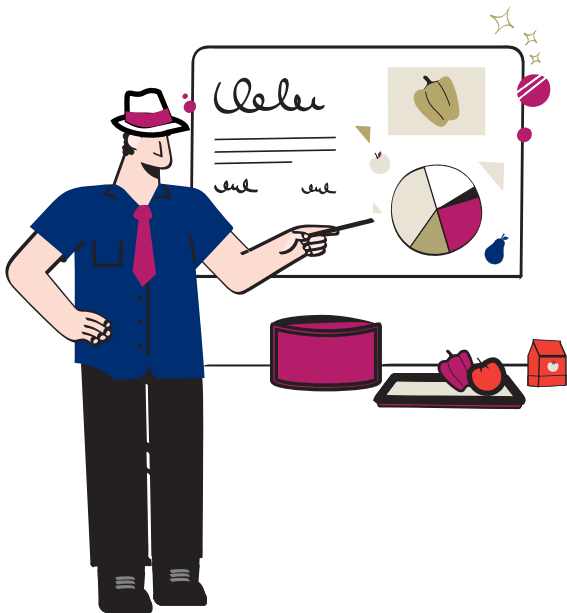


The results

Since implementing Cypad's digital meal pre-ordering and kitchen management solutions, Aberdeen City Council has enhanced their meal service, creating a seamless experience that benefits both kitchen staff and students alike.

Cypad not only boosts efficiency but also increases staff satisfaction with its tablet optimised platform that streamlines accurate data across all kitchen sites.

In summary, digital kitchen management and pre-ordering solutions have significantly reduced administrative time and increased meal uptake for Aberdeen City Council. Cypad's solution allows children to pre-order meals up to 4 weeks in advance, with the ability to display nutritional and allergen information for all menu items directly through their online portal.



Both systems integrate seamlessly, are fully supported, and can be installed efficiently with the assistance of an experienced project management team."

Aberdeen City Council



ParentPay and Cypad are all user-friendly, well-supported, and highly adaptable to our needs. They operate swiftly and smoothly without any hassle and are well integrated with each other."

John Landragon, Catering Manager

Want to find out how Cypad can help your school meal service?

Visit www.parentpay.com/cypad today!