# CIVICA

# Civica Catering Management

**Empowering contract caterers with end-to-end catering management software**

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# Enhance your reputation; grow your organisation

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*Contract caterers work on tight budgets and slim margins – between high food costs, wage increases, new legislation and widespread industry uncertainty, you need every advantage you can get to keep your business competitive.*

Smart caterers are taking full control of their processes, offering and delivery, from purchase to plate, using innovative software that gives them both oversight of all operations and the power to act.

**Smart caterers are turning to Civica Catering Management.**

### What is Civica Catering Management?

Our Catering Management software helps contract caterers deliver healthy, personalised meals while reducing costs and ensuring efficient, compliant service in a safe environment. We empower contract caterers who are striving to provide nutritious, safe and desirable food at scale, whilst growing market share and brand strength, all from our end-to-end platform.

Developed with decades of knowledge and experience across public and private sectors at its core, Civica Catering Management aligns menu planning, procurement and operations in a robust and user-friendly integrated product suite.

**Whether you serve complex, multi-site estates like schools, hospitals and councils, or you work with fewer, large-scale sites, Civica Catering Management provides you with the tools your organisation needs to deliver a consistent, high-quality service.**

# Why choose Civica Catering Management?

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Our solutions have been helping improve public and private sector catering for over 25 years. Our smart cloud software provides a complete framework for contract caterers, enabling you to monitor, analyse and manage operational, compliance and financial objectives – all in one place.

**80%**
reduction in paper use in the kitchen

**5%**
reduction in stock held

**2 hours**
daily planning time saved

**Improved**
staff wellbeing and retention

**70%**
reduction in purchasing and invoicing costs

**7 hours**
reduction in weekly administration

# The benefits of Civica Catering Management

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## Cost and time savings

Civica Catering Management helps you manage costs by centralising procurement and engaging more efficiently with a wider range of suppliers. Our stock control tools reduce overheads, including food prices, labour costs, training expenses, logistics and wastage.

## Prioritise sustainability

Help your customers make safe and sustainable choices that protect their wellbeing while reducing the social impacts of food waste and $CO_2$. Support buying locally to reduce food miles and report on wastage to achieve rebates and discounts, improving cashflow while driving towards a paperless kitchen.

## Mitigate risk and ensure compliance

Monitoring allergens, food safety, GDPR compliance, Natasha's Law, HACCP and the ERIC food report, among other regulations, requires vigilant oversight. Catering Management allows you to conveniently manage risk from a single platform. Turn reporting and the audit trail into tools for improvement rather than a time drain and source of risk to your business.

## Streamline the management of diverse organisations

Many of our clients work across a broad range of industries. Menus need to be adapted, logistics need to be managed, and differing dietary requirements need to be considered. Our dynamic menu planner and suite of other tools cut the time needed to effectively manage a broad range of customer and industry needs.

## Improve efficiency and adaptability

Improve efficiency to deliver faster and more reliable services with easy, repeatable processes and better centralisation. Civica acts as your strategic innovation partner, making you more adaptable and able to deliver nutritious meals on a budget, for example, being able to rapidly alter recipes and menus in response to changing ingredient prices and availability.

## Keep your customers safe

The fallout of mistakes or mismanagement are grave for contract caterers. Catering Management makes it easier than ever to deliver your service safely and protect customers, with built-in allergen tracking, stock management, and food safety and hygiene monitoring tools.

## Enhance quality and customer experience

Catering Management makes it easier to consistently deliver high standards across food and service. Proactively improve your offerings across the broad foodservice landscape, including food trends, new requirements; fresh, seasonal, organic, religious, dietary, ethical requirements and much more, demonstrating your commitment to excellence.

## Quickly and easily train new and existing staff

Our team works diligently to onboard new clients, ensuring that everyone is up to speed with their new software, and how they can get the most value out of it. Civica Catering Management is designed with ease of use at its core. Our user interface is easy for teams to get used to, ensuring they're operating at optimum efficiency and reducing risk caused by errors.

## Access dynamic reports

Many contract caterers struggle to manage large amounts of siloed data. Catering Management solves this issue, tracking key metrics, analysing data and providing clear, actionable insights. By producing accurate, timely and transparent reports, our clients are able to continuously improve their service and maintain consistent quality.

## Stay competitive

Innovation is essential if you want to thrive in a hotly contested marketplace. We support you to offer diverse and appealing menus, improve cost efficiency and prioritise customer satisfaction. By balancing cost with quality and service, Catering Management provides you with the tools you need to maintain a strong market reputation.
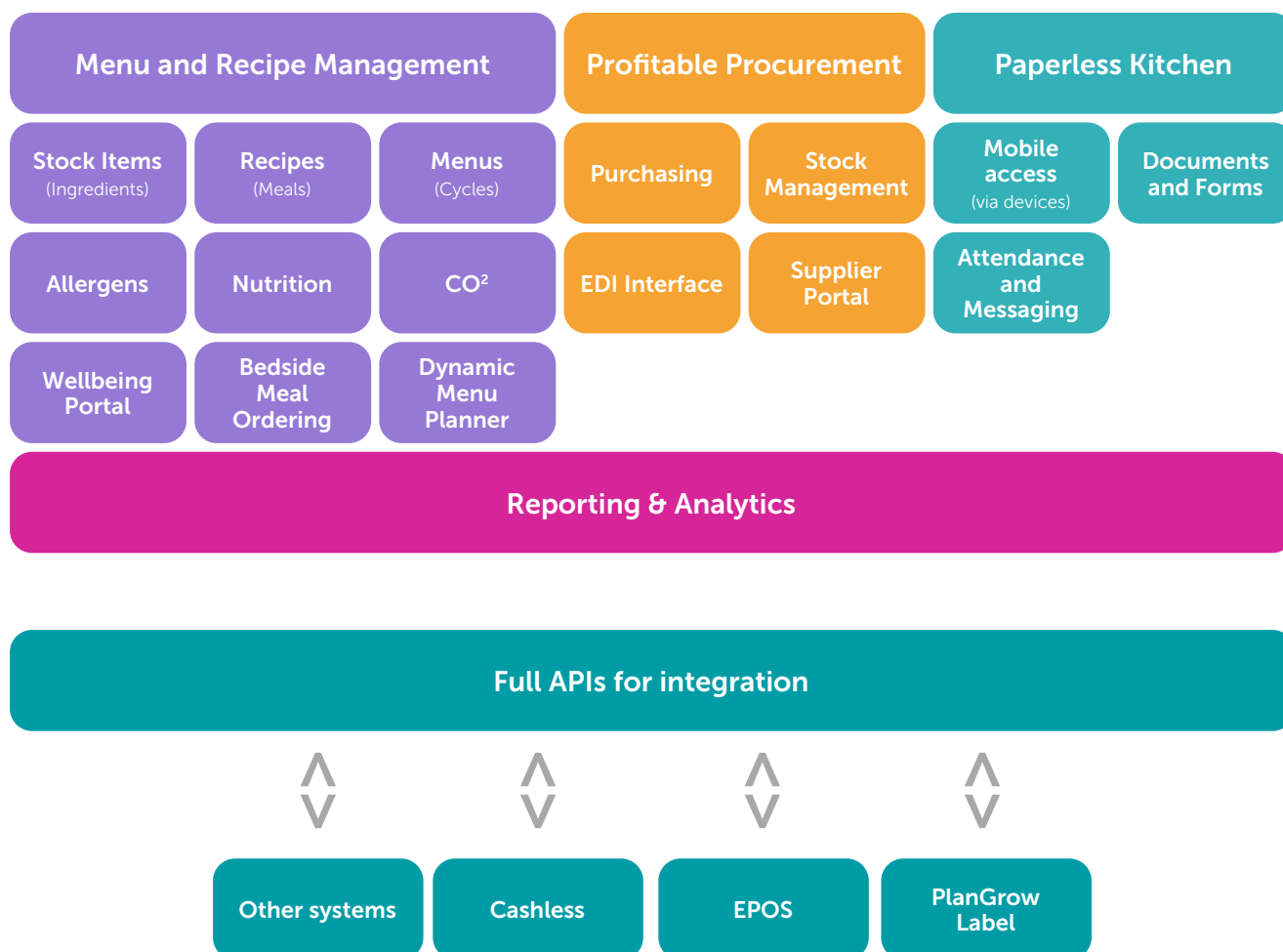
# Our product

**CIVICA**

Civica Catering Management is highly configurable, designed to meet the needs of every contract caterer.

## Civica Catering Management

| Menu and Recipe Management | | | Profitable Procurement | | Paperless Kitchen | |
|---|---|---|---|---|---|---|
| Stock Items (Ingredients) | Recipes (Meals) | Menus (Cycles) | Purchasing | Stock Management | Mobile access (via devices) | Documents and Forms |
| Allergens | Nutrition | $CO_2$ | EDI Interface | Supplier Portal | Attendance and Messaging | |
| Wellbeing Portal | Bedside Meal Ordering | Dynamic Menu Planner | | | | |

**Reporting & Analytics**

**Full APIs for integration**

| Other systems | Cashless | EPOS | PlanGrow Label |
|---|---|---|---|

# Menu and Recipe Management

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## Stock Items

Manage all stock items that are used to create meals, including all associated data relating to allergens and nutrition. This centralises procurement to help reduce overhead costs and stay compliant with ongoing regulations.

## Recipes

Clear, accessible recipes that ensure chefs make meals in line with your cost and margin parameters. Each recipe is made up of stock items to ensure there is no wastage and the planned meals are compliant.

## Menu Management

Allows the creation of menu cycles over a period of time (e.g. breakfast and lunch, Mon to Fri, for a 3 week cycle), and allows the addition of products to each available slot within that schedule.

The software also provides an extensive range of operational reports to assist with efficient running of catering facilities, and analytics to ensure key performance metrics are tracked and monitored over time.

## Allergens Management

Capture allergen information on stock items, and make it easier to create bespoke recipes based on the 14 main allergens. Where possible, allergen information is automatically populated from supplier databases. Any changes to recipes (e.g. swapping out stock items) automatically update the allergen information.

## CO$^2$ Data Management

CO$^2$ data is available for products within the solution, making it easier for your teams to track and monitor the carbon footprint of their meals and menus.

## Wellbeing Portal

A website that works in conjunction with Catering Management, designed for internal and external (end users and consumers) usage, providing full nutritional and allergen information for meals and menus

## Dynamic Menu Planner

Flexibly amend your menu, adjusting individual elements on particular days using the products from your created recipes, and creating bespoke day-by-day menus based on available stock.

For each menu item, the dynamic menu planner captures the production quantity, the amount of re use (products left over from a previous meal service), sales volume and wastage. We also capture the time when a product sold out during a meal service, so that we can see if a popular product hasn't been produced in the right quantities. This helps you adjust stock to maximise sales on a daily basis.

## Catalogue Management and Approval

Ensure that only approved suppliers, products and prices are available to users within the Catering Management software. Automate alerts to notify appropriate users of any updates, or when new catalogues become available.

## EPOS Interface

We can fully integrate with your preferred EPOS till solutions to provide product, menu and pricing information to the till. This takes a feed of sales data back into the Catering Management solution.

# Profitable Procurement

## Purchasing

Provides a streamlined procurement process across purchase orders, delivery notes and invoices. When combined with EDI and catalogue management functionality, this tool enables caterers to ensure kitchens are purchasing the right levels of stock, from the right supplier, at the right time.

## Stock Management

Allows catering teams to accurately manage stock levels and inventory through real-time stock tracking, stock take functionality, stock wastage and expiry monitoring, and alongside the purchasing functionality, it can also automatically recommend stock replenishments.

## Daily Trading Sheets

Record, track and analyse daily financial and operating data for catering sales. This feature allows catering managers to monitor sales, stock, costs and profitability in real time

## Electronic Data Exchange (EDI) Interface

Facilitate the seamless and automated communication between a caterer and their suppliers. Covering purchase orders, invoices, delivery notes and product catalogues, making all of this information automatically available in the software. Where required, Catering Management can automatically match data together to reduce administrative overhead of data processing.

## Supplier Portal

A self-service platform that allows suppliers without EDI integration (such as niche small scale vendors) to manage their own catalogues, pricing, orders and invoices. This allows your smaller suppliers to support your business without needing to invest in EDI integration.

## Financial Interface

An API-based integration between Civica Catering Management and third-party software providers to ensure the required financial data related to catering management is automatically fed into finance software without any re-keying of information.

## Procurement Analytics

Provides an extensive range of operational reports to assist with efficient running of catering facilities, and analytics to ensure key performance metrics are tracked and monitored over time.
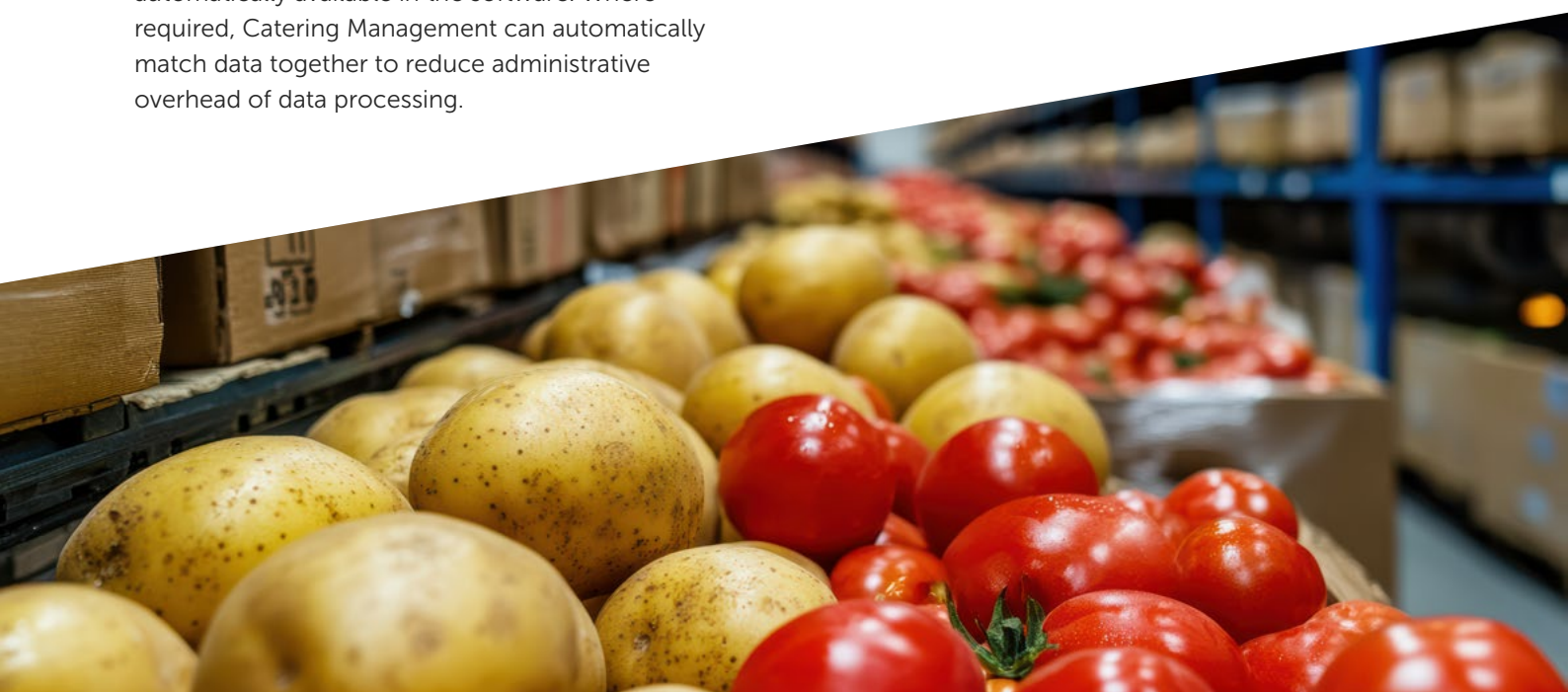
# Paperless Kitchen

Key operational processes can be conveniently managed from a tablet or mobile device. This includes processes relating to compliance, stock management and food safety.

This has the additional benefit of removing the need for paper printed forms for things like stock take and temperature checks (amongst many other things), and prevents checks from failing to take place. It also ensures the collected data is captured for future use in reporting and analytics.

## Documents

Upload important documents and information (E.G. training guides, HACCP control information, reports, recipe cards) so they are easily accessible and discoverable from anywhere via an application. This enhances efficiency self-serve information access, ensures version control and reduces inefficiency and unreliable paper-based process.

## Forms

Create forms that act as a recording tool for gathering a variety of different information (E.G temp levels, cleaning audits, satisfaction surveys) using flexible modes of input, including free-text, drop-down, toggle answers etc. Respondents can upload photographs as part of their responses to enrich the context of their input. All forms are auditable via a clear trail of completion to ensure that there is visibility and accountability around best practice adoption. Can also provide email alerts when something reaches a level exceeding it's acceptable range (E.G. fridge temp) to ensure the matter is dealt with quickly.

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# Reporting and Analytics

Compliance tools for allergen tracking, automated reporting, and audit-ready documentation. Standardise your reporting software and automate much of the data entry, leading to a more complete picture of your catering organisation being formed.

The Catering Management reporting and analytics suite covers:

- **Extensive tools:** A wide-ranging set of reporting tools is available

- **User-aligned reporting and analytics:** Bespoke reports based on your needs

- **Operational, financial and KPI analysis:** Reports cover day-to-day operations, budgetary data, and key performance indicators

- **Single point of truth:** Ensures consistent and centralised data for reporting

- **Simplified data capture:** Makes it easier to collect the right data for analysis

- **Dynamic trading updates:** Real-time updates feed into reporting dashboards

# Integrations

**CIVICA**

We offer the ability to integrate with a wide range of external systems through both APIs or CSV file based date transfer models. This includes:

- **Label Printing:** Integration to Label Logic PlanGlow Label printing for the production of compliant food labelling for ingredients, allergen & nutritional information

- **EPOS:** We offer a standard range of APIs to pass through menu, product & pricing data for EPOS and till systems

- **EDI:** As part of our profitable procurement module, we offer API integration to suppliers to simplify and automate the procurement process

- **Other Systems:** Our extensive and fully documented APIs makes it possible to complete bespoke integrations with any 3rd party software that is able to consume data over APIs or csv file transfers. Our professional services team are able to work with you to implement bespoke integrations as required.

## Do you work with educational institutions?

Civica's Cashless Catering offers a cloud-based, fully integrated solution that allows your education clients to move away from outdated on-site servers and embrace cloud technology, cutting out maintenance costs guaranteeing uptime and improving staff and student experiences.

An easier, robust and reliable cashless solution for your end users ensures a better experience working with you to feed their students and staff.

Beyond the core advantages of Cashless Catering, additional benefits include:

- **Streamline meal services for increased efficiency.**

- **Improve budgeting and reduce food and resource waste.**

- **Ensure compliance with food safety and allergen management regulations.**

- **Enhance data security and proactive monitoring to reduce and prevent downtime.**

**Visit our website to find out more**

# Why Civica?

**CIVICA**

Civica are global leaders in public sector software. We make software that helps deliver critical services for citizens all around the world. More than 6,000 customers globally across Europe, APAC and North America use our software to support over 100 million people.

Contract caterers are expected to deliver high-quality, nutritious meals for less. We design catering management software that allows you to do exactly that.

**20+ years** of domain experience

**100 million** citizens supported globally

**2.5 million** public services professionals use Civica software

# CIVICA

## Ready to revolutionise how you provide catering services?

Tired of disparate systems slowing you down? Upgrading to Civica Catering Management brings all the software you need to efficiently manage your catering operation into one easy-to-use platform.

If you'd like to talk about your catering concerns with a member of our team, click the link below.

**Talk to our experts**