



Make your food and drink  
offering simply excellent

**mpro5** is a digital transformation solution that improves operational effectiveness, ensures process compliance and drives productivity gains and cost savings for businesses.

**mpro5.com**



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### 3 Introduction



If you are reading this guide, then you are probably striving to provide a consistent, safe, high-quality experience for your customers.

Whether you're in a school, restaurant, Quick Service Restaurant (QSR) or a corporate canteen, you recognise the numerous challenges you have in your operations, and that paper logbooks and legacy systems are hampering more than they are helping.

You aspire to a smart, digitised catering solution that allows you to exceed expectations every time you serve your customers.

This guide to digital transformation breaks down all the key areas in which digitalisation can improve productivity, in your teams, protect your business from financial and reputational risk, and save you money.



## 4 But where to start?

There are four key areas in which digitalisation can transform your processes:



### **Logbooks**

From paper to platform



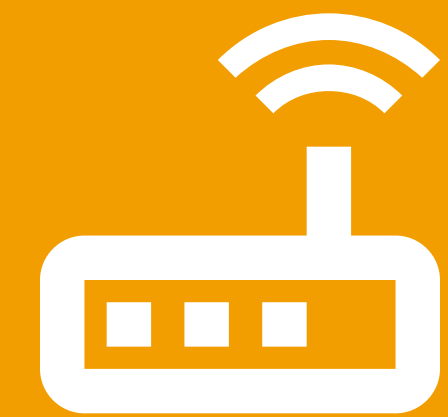
### **Brand standards**

Visibility, consistency, quality



### **Food quality**

Excellent food,  
impeccable safety



### **Remote monitoring (IoT)**

Automation efficiency for  
a competitive advantage

## 5 The benefits of digitalisation

There are seven key ways in which digitalisation will take your business to the next level:



### Mitigate business risk

Do you know how compliant your sites are with Health and Safety, brand standards and profit protection requirements?

If you're not sure, it's probably because you don't have good visibility, and this is where a digital solution comes into its own.

Real-time dashboards can alert employees on the ground, managers and your back-office if anything is amiss or about to go wrong. In the long-term, easily digestible business information lets you assure stake-holders that your compliance is upheld and gives you the opportunity to improve.

Simply put, it is often the case that you only find out something is wrong when it is too late. With a digital solution, you can get ahead of the curve, remediate issues before they become problems and streamline the whole process for greater efficiency.

Finally, it's worth mentioning that having irrefutable evidence in the form of date and timestamped data on every compliance check will improve your claim defensibility and efficiency in investigating an incident.

## 6 The benefits of digitalisation



### Profit protection

Protecting your profit can be challenging, especially if you don't have visibility of your sites. But a digital solution makes it possible for your ground teams and back office to see the information they need to maximise income and minimise costs.

Your employees will appreciate the guidance that smart workflows provides and the inherent streamlining of many of these processes that comes from being able to instantly communicate new ideas and practice – whether it's a new planogram or promotion.

The opportunity to marry this data with information on sales will give you the security to iterate and try new things, as well as ensuring you reduce shrinkage. You can move forward in your business with complete data to back up your strategies.

One client of ours was able to increase the efficiency of their cleaning by

40% ↑

## 7 The benefits of digitalisation



### Enhance compliance

Remote monitoring and complete electronic audits can be used to monitor key systems to ensure and to demonstrate compliance.

Automated alerting means your teams can react to problems and maintain high standards of service and safety across your sites.

Alert suppression ensures you only receive relevant updates on a situation, cutting out the extra noise.



### Informed decision making, better outcomes

Connecting data from across your business through the **mpro5** platform allows you to make better business decisions backed by real insight.

It empowers you to work smarter, not harder.



### Be more efficient!

Digitised audits speed up compliance processes and slash admin hours normally spent on data entry and structuring.

Remote monitoring can automate many time-consuming processes including fridge temperature checks, maintenance call-outs and HVAC control.

Training can be rolled-out easily through new workflows that guide teams through every step of a new process.

# 8 The benefits of digitalisation



## Achieve more

The additional visibility gained from IoT sensors and live dashboards is invaluable, both for managers and head-office, empowering you to make informed and effective decisions about improving the customer experience.

Remote monitoring, streamlined compliance checks and clearer guidance through workflows frees up your employees' so they can focus on the most important thing – serving your customers.

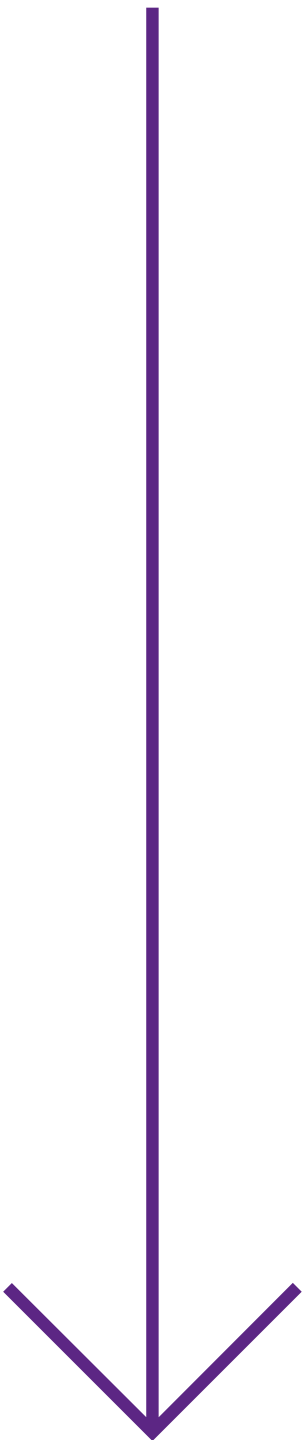
## ROI on your tech

Making your teams more efficient and productive will drive cost savings, as will reduced administration time and printing.

Better informed planned preventative maintenance (PPM) of crucial assets including dishwashers and fridges will reduce the likelihood of major faults that require replacements. We turn products such as IoT sensors and live dashboards into solutions that generate substantial ROI across your whole business.

Another client reduced the number of aborted jobs (which incur fines) by

80%





## 9 Digitising logbooks

Completing and managing paper-based logbooks is an expensive, people intense process that is difficult to manage, open to misinterpretation and full of easy to ignore processes. They are also inflexible and essentially silo data by design, making it hard to analyse for any real insight.

A full digital logbooks solution will ensure process compliance and turn it into a proactive, continuous and highly visible process through real-time dashboards.

- ✓ Total visibility of compliance
- ✓ Save time by eliminating manual data input, extraction and duplication
- ✓ Date and time stamps create a full electronic audit trail







## 11 Food quality



Getting the right ingredients, serving the correct menus including medical diets and following good food safety practice are all crucial to your offering, as is the quality of preparation.

This can be challenging without active visibility of all your sites and is another case in which legacy systems, siloed data and paper logbooks are simply hurting your business. The health, financial and reputational risks are too high to rely on an unconnected system.

- ✓ A configurable platform lets you design the audits you need
- ✓ Live data provides assurance and visibility
- ✓ Simplify your processes by creating a single audit that covers everything
- ✓ Data is automatically extracted and sent to the cloud



## 12 Remote monitoring (Internet of Things)



Deploying sensors can vastly increase the efficiency of maintenance and cleaning, while boosting productivity for your employees by freeing up their time.

They can be used to monitor assets such as fridges, freezers, coffee machines, dishwashers and ovens.

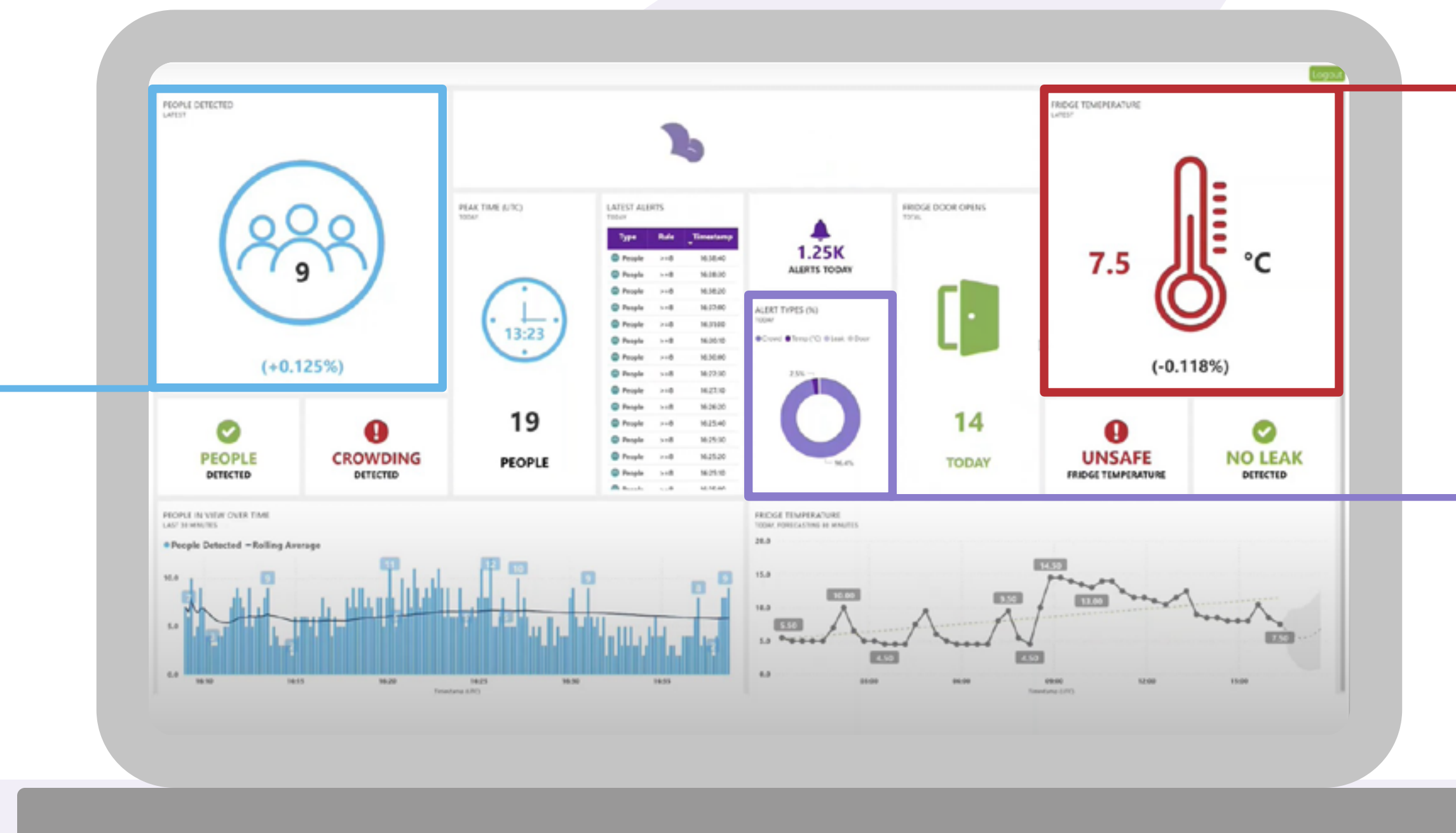
- ✓ Detect faults in real time
- ✓ Automate alerts to maintenance teams, saving time and minimising disruption
- ✓ Implement reactive and Planned Preventative Maintenance (PPM)
- ✓ Monitor bathroom usage, footfall and queue times
- ✓ Leverage data to design better spaces, clean reactively and optimise processes
- ✓ All IoT data is coupled with your works management data for greater insight



## 13 Internet of Things – real-time dashboards

You can use dynamic dashboards for an accurate overview of your most important metrics, this example shows a typical dashboard for a coffee shop with data on footfall and the condition of the fridge.

Cameras count the number of people in your space, as well as providing data on overall footfall



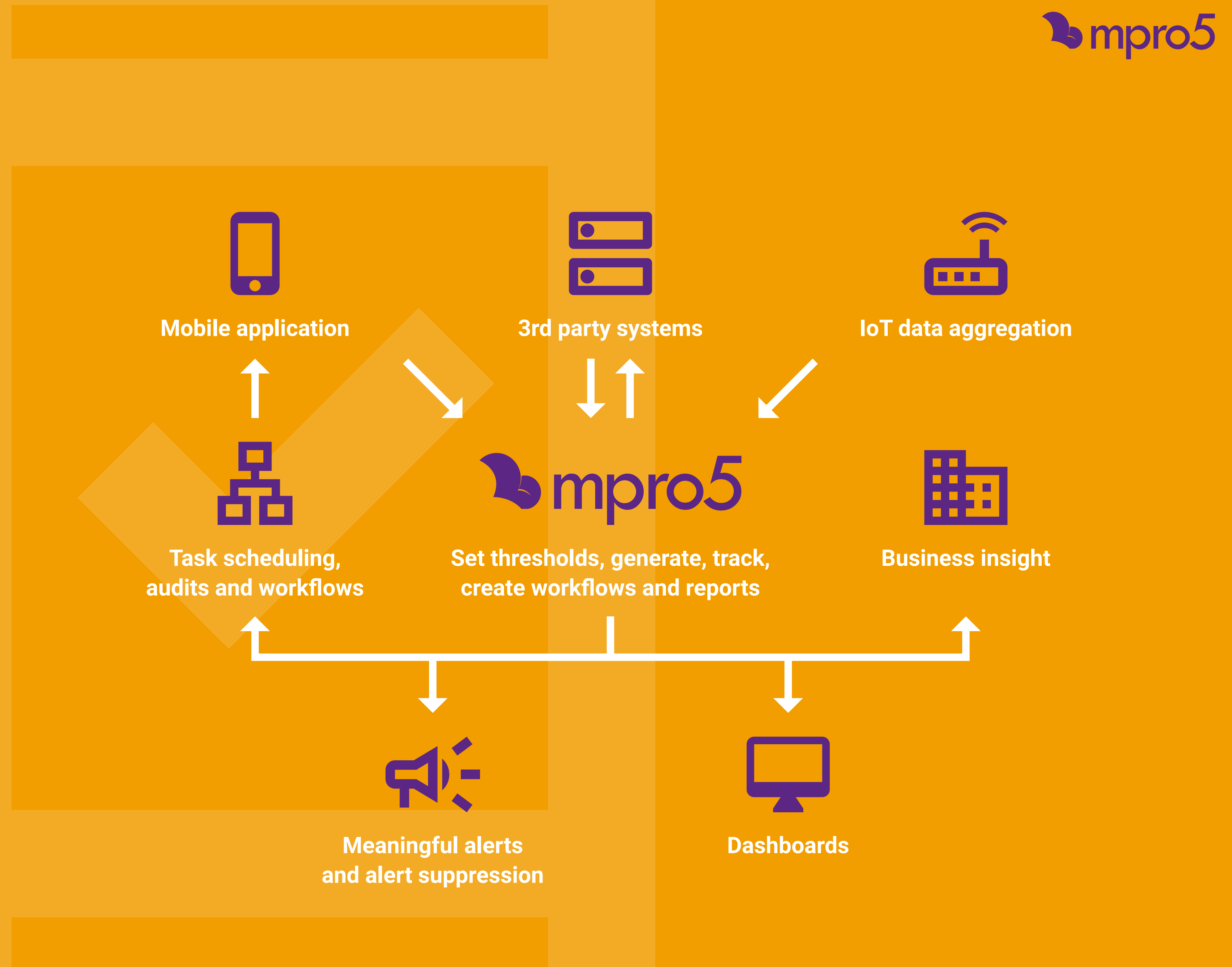
Constant temperature monitoring ensures your fridges are working correctly, as does the alert panel. A sensor also counts door opens and detects leaks or potential faults

Alerts are listed here so you can spot issues and filter out irrelevant updates

## 14 Pick the right platform

The solution you choose will ideally be made up of a mobile app, a platform, a powerful database and Internet of Things (IoT) network capabilities. You want something that can provide reporting and analytics but is also flexible enough to be plugged into existing databases or platforms.

This diagram shows the structure of our digital transformation solution, **mpro5**. Each of these elements rely on each other for information, action, automation and ultimately, accruing insightful business information that you can use to improve your offering and operations.





## 15 Take the first step



**mpro5** digitally transforms QSR and catering processes, ensures you are compliant and makes your teams more effective. Feel the benefits of increased productivity and protect your profits.

### Find out more

Having worked closely with both Chartwells UK, part of Compass Group and Aspens to revolutionise the way they operate, our team is expert in helping you to ensure compliance via our innovative, configurable platform.

By unifying cloud, mobile and smart technologies, we enable the quick implementation of tailored, digital processes. We turn complex jobs, workflows and scheduling into simple, effective and compliant processes that mitigate risk and deliver a high quality and consistent customer experience.

For more information and to book your demonstration, visit: [mpro5.com/retail](https://mpro5.com/retail)



**Aspens**



**TESCO**

Implementation in just 30 days