

# Case Study

## Charleston County School District



### Overview

Charleston County School District is South Carolina's second largest school district. CCSD has an enrollment of more than 42,000 students in 86 schools spread over an area of nearly 1,000 square miles. Each day CCSD Food Services' 400 employees serve 30,000 meals to an economically diverse student population

**"Meals Plus has truly designed a system that works for our cafeteria staff. And as good as the software is, their support is even better!"**

**-Walter Campbell  
Food Service**

### District Obstacles

CCSD Food Services staff was spending an inordinate amount of time trouble shooting its software system. System processes were complicated and cumbersome. Data was unreliable and difficult to access leaving management without information critical to sound decision making. For new staff the system was hard to learn and support from the existing vendor was slow.

### Finding the Answer

Charleston County needed a system that would increase uptime, ensure data accuracy, be easy to learn and use and wouldn't require a high level of technical expertise and attention to maintain. CCSD wanted cafeteria technology that was more reliable and compatible with other district business software systems. After evaluating systems from several major national K12 cafeteria technology vendors, CCSD selected Meals Plus' enterprise management package.

### Results

After a limited roll-out , supervisors were impressed and eagerly adopted an aggressive "train the trainer" approach for deployment district wide. In fewer than 60 days all 86 sites were smoothly transitioned from the old POS system to Meals Plus. Since then software related technical issues at the cafeterias have been reduced by more than 95%. Reports at the district office match reports at the schools and can be generated in minutes rather than hours. Information can be shared easily with other departments in a timely fashion and whenever help is needed it's available. Most importantly, CCSD's software system is now an asset to the department.