

# Case Study

## Sullivan County Department of Education



### Overview

Sullivan County DOE serves over 11,500 students and consists of 25 schools divided into four zones. Sullivan County is the sixth largest county in Tennessee. Each day, Sullivan County School Food Services' 150 employees serve 10,000 meals.

"The system and the support that comes with Meals Plus has exceeded our expectations. Having real-time information at my fingertips allows me to complete tasks in minutes, not days. We look forward to our future with Meals Plus and adding additional modules."

-Lisa Holt  
Food Services Director

### District Obstacles

Sullivan County Schools Food Services had various issues that were wasting their school system both time and money. Their 24 databases required backing up daily, technical issues were not handled in a timely manner by their software support technicians, and student account updates took as long as 5 days to process. Importing student information from their SIS program was so difficult that they did not do it often and when they did, central office staff had to input new student information by hand. Running their day-to-day operations was taking longer than necessary, causing a strain on employees and resources.

### Finding the Answer

Sullivan County Schools needed a cafeteria management system with a centralized database and real-time data updates. Technical issues needed to be handled by not only efficient tech support staff, but knowledgeable ones as well. A system that was not only easy to use but provided detailed and thorough information was a must, and the Meals Plus Enterprise System met all of their criteria.

### Results

With an initial implementation and continued customer service that is "above and beyond their expectations", Sullivan County has a more efficient system, a sharp reduction in technical problems and an increase in productivity. Real-time information and thorough data is available at their fingertips and a seamless transition within the system modules further streamlines their efforts. Importing student information from their SIS program is a breeze and the Direct Certification process has been greatly simplified. They look forward to their future with Meals Plus and adding additional modules