

Case Study

Kettering City Schools



Overview

Kettering City Schools consists of eleven schools near Dayton, OH. Each day the cafeteria staff of 52 serves nearly 7,400 students. In 2011-2012, they served over 157,000 breakfasts and 722,000 lunches.

"I greatly appreciate how Meals Plus listens to their customers and are always looking to make things better!"

-Louise Easterly, L.D., SNS
Supervisor of Food and
Nutrition

District Obstacles

In early 2000, Kettering City Schools was using a small software management company that was not K-12 focused with less than satisfactory customer service. Kettering's Supervisor of Food and Nutrition, Louise Easterly, felt their software company was learning as they went along at her school district's expense.

Finding the Answer

Louise knew it was time to find a more established company with experience serving K-12 school districts that also provided excellent customer service. When she was introduced to Meals Plus, she was excited to find the account managers were extremely knowledgeable about the system components. And if a question or issue required more research, the solution was found in no time. The training and implementation experience was outstanding from beginning to end thanks to her dedicated training and implementation manager. Having one point of contact to walk you through every step was indeed a "plus". And the level of customer support did not diminish after implementation. Louise was pleased to find Meals Plus was not a company that "left you hanging after training was complete".

Results

Since implementing Meals Plus, Kettering City Schools has greatly reduced the amount of hours required to collect lunch money and submit state required reports. Office tasks like generating letters to send home, such as low balance or balance due, are done at the click of a mouse. And because state regulated reports are easily generated within the system, including CN6 and CN7, the hours of manual data input has also greatly decreased.