

Case Study

Palm Springs Unified School District



Overview

Palm Springs Unified School District consists of 27 schools in some of the fastest growing regions in California. Their Child Nutrition Services Department supports student learning by promoting healthy habits for lifelong nutrition and fitness practices. In the 2014-2015 school year, they served 1,391,696 breakfasts, 2,670,049 lunches, 527,497 suppers and 20,473 snacks.

"...it was by far the best installation, training, and go-live process that I have ever had with a point of sale company."

**-Stephanie Bruce,
Nutrition Service
Director**

District Obstacles

Nutrition Services Director Stephanie Bruce had been using her previous point of sale system for over ten years. She noticed the level of customer support slipping over time; for example, when she notified her software vendor that many of her system-generated reports were inaccurate, she was instructed to simply "not use those reports." When the vendor was purchased by a larger corporation, the number of software problems quickly rose. Meal application processing and reporting issues were becoming more frequent, and changes were made to the point of sale system that weren't communicated to customers beforehand. Obviously, this caused undue stress and frustration among parents, students and staff. When the response from her software vendor was actually "Oh, well," Stephanie knew she had to start looking for a new system.

Finding the Answer

Stephanie began her search for a new cafeteria software system at the California School Nutrition Association Conference – and she included her team. She invited roughly 40 employees to the conference and required that they visit every software vendor's booth, ask questions that were important to them and let her know which one was their favorite. Overwhelmingly, Meals Plus was the favorite among her staff. Stephanie also made note of how the software vendors responded to her staff- were they courteous and thorough in their responses to her staff's questions? "I often tell people that I expect my staff to be treated as if they were the director of the department. After all, they are the ones on the front lines and deserve to be treated as professionals. The Meals Plus Team welcomed their questions and provided more information than some of the other companies," said Stephanie. "I looked into their system and the customer service was above and beyond what we were hoping for." Stephanie and her team then visited other districts in her area that were using Meals Plus, and they liked what they saw.

Results

Switching to a new software system after over ten years with another system was much easier than Stephanie and her team expected. The Meals Plus Support and Implementation Team was so effective, that the transition was "seamless." Stephanie says, "...it was by far the best installation, training and go-live process that I have ever had with a point of sale company."