# "Lunch Time" is no longer "Crunch Time" at UBC

> "Volanté has helped tremendously - everything is on demand and in real time. This is a big deal to us. Synchronization is done every fifteen minutes. And with Volanté, you can see all your POS terminals at once. When one goes down, you can see it right away, you don't have to wait for the call."
>
> *- Sean Lee, IT Manager at UBC*

**Customer:**
University of British Columbia

**Website:**
www.ubc.ca

**Industry:**
Hospitality
Education/Long-Term Care

**Location:**
Vancouver/Okanagan, B.C.

**Customer:** The University of British Columbia is Canada's second largest university, with over 50,000 students and faculty on a 402 hectare (1.5 sq mi) campus. Surrounded by ocean and snow-capped mountains, the campus is blessed with stunning views from every vantage point, spending a day on its campus is like visiting a small city; UBC boasts literally dozens of food and beverage and retail venues. To say that the technological requirements of an institution such as UBC are complex would be an understatement.

**Challenges**: UBC was desperate for an efficient and flexible enterprise management POS system that could streamline operations.

The university had a number of mixed technologies and POS systems that were not reliable and with little/no interoperability. The goal was to implement one software system that could not only save money, but also generate revenue, while managing the school's many different residence meal plans at the same time. The point-of-sale system needed to be reliable and work in real-time; employee errors were often missed or not easily discernible because data management was poor.

UBC had faced many challenges in being able to accommodate its different meal plans:

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# CASE STUDY



> "The old system used to lump all the data together, and it was difficult getting reporting from all the different systems. We couldn't isolate daily sales if polling wasn't done regularly. And even then, daily sales were often tabulated manually. In the past, data polling was a 30 minute affair through a dial up connection, which could only be done during a quiet period of the day, so as not to interrupt operations."
>
> *- Sean Lee, IT Manager at UBC*

## MORE INFORMATION

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- Inefficient data reporting
- Complicated meal planning
- Out of control wastage
- Long lines
- Delays in processing payments

FInally, business drivers included increasing customer service, reducing operational costs and driving revenue growth.

**Solution**: Volanté Enterprise POS was installed, built around the UBC student card, mixing Windows/Linux topologies, as well as wired and wireless. In operation now for over five years, the Volanté solution includes meal plans installed in over fifty restaurants, pubs, cafeterias and retail shops on Campus, allowing for cross-marketing. It features:

- Encapsulated student information tracking
- Multiple meal planning (free, reduced or any combination thereof)
- Access card usage, club member, gift card and reward points tracking (individual, family and team), through a full featured POS and back office

solution, that includes integrated and centralized menu management and planning.

- Integrated scale usage at POS
- Credit/debit card authorization
- Recipe costing
- Inventory control
- Kitchen video
- Convenience store sales
- Beverage monitoring

**Results/Benefits:**

- Many employee errors were identified and removed.
- Training issues are readily identified.
- By monetizing ID cards that are already in place, UBC is able to manage its residence Meal Plan program much more effectively. Now students simply have to swipe their ID cards in order to pay for meals in any of UBC's numerous food and beverage venues. Not only is this system highly efficient, but having a state of the art technological solution for managing meal plans also greatly aids in meal tracking,

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**VOLANTÉ**
**S Y S T E M S**

Welcome *to* Dining Services *at*
**UBC Okanagan**

planning and ordering, therefore virtually eliminating shrinkage and waste.

- Best sellers can be identified at any time of day, as well as those items that aren't selling. Food can therefore be ordered much more efficiently, menus can be updated on the fly.

- Having such precise data on demand also contributes to spotting employee errors quickly. It's now much easier to see what kind of mistakes cashiers might be making, errors which might translate into profit loss. Cashiers can now quickly isolate and rectify problems.

Revenue Generation :

- UBC's student IDs are now monetized; as they are dining membership cards, they now have unlimited buying potential. So anyone can add money to his or her ID cards at any POS terminal.

- Purchases are not limited to food and beverage as ID cards can also be used in UBC's retail outlets.

- Customer balances can now be checked immediately, allowing staff to identify discrepancies right away, without having to make the customer wait.

**THE UNIVERSITY OF BRITISH COLUMBIA**

**UBC**
**OKANAGAN**

Status
Issue Date: 2005/09/01

**UBC CARD**

Last, First Name
Student No.: 12345678

"System reliability was also a concern; processing 2,500 students in an hour and a half would cause database overload. There used to be a lot of hiccups. Not with Volanté Enterprise POS."

*- Sean Lee, IT Manager at UBC*

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# CASE STUDY



**VOLANTÉ SYSTEMS**

> "It was Volanté's flexibility that sealed the deal."
>
> *- Sean Lee, IT Manager at UBC*

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- UBC increases revenue through the use of Gift Cards, also managed by Volanté. In the past, UBC had used paper vouchers for gift certificates, making tracking on spending difficult. Now, gift cards can be easily processed for students, faculty, and for all visitors including conference delegates, and can be used at all food and beverage and retail outlets on campus.

- Volanté's integrated debit and credit feature has increased productivity. Payments are processed in a few seconds and integrated debit and credit has drastically reduced error, resulting in more accurate daily totals.

- Costs were further reduced by eliminating the need for multiple support contracts from outside vendors.

- Volanté Enterprise also allows IT staff to respond to problems quickly and efficiently.

- The wireless feature is of great benefit to UBC, considering the size of the campus and the logistics of linking so many different venues and using the devices for special promotions and line busting. It means that the enhanced integration creates more opportunities at the same time that it alleviates potential headaches.





> "We've had Volanté in place for over 5 years and no data has ever been lost."
>
> *- Sean Lee, IT Manager at UBC*

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