

CIVICA

[Catering Management

Smart software for
fast, safe and
sustainable public
sector catering



1

We help you provide safe, nutritious and cost-effective meals efficiently

Civica has been helping improve public sector catering for more than 25 years.

We're supporting customers across the public sector, education, health and care and foodservice industries to improve the efficiency of complex catering operations, through streamlining stock control, purchasing and menu engineering.

CIVICA Catering Management is just one element of our offering for public sector catering.

Used together our solutions deliver peace of mind, help you be more productive and improve experience for those using your services.

17,000

sites across 11 countries rely on CIVICA Catering Management



80%

Reduction in paper use in the kitchen



1 hour a day

Back for every kitchen manager



70%

Reduction in purchasing and invoicing costs



5%

Reduction in stock held



Improved staff wellbeing and retention



[A complete solution for public sector catering

Our smart cloud software provides a complete framework for foodservice organisations.

It enables you to monitor, analyse and manage operational, legal and financial objectives – all in one place.



Who we work with



Helping contract caterers grow

Food inflation, supply chain issues, staff attrition and the rise of free school meal programmes are challenging caterers like never before. As your strategic innovation partner, we'll work with you to face these challenges, differentiate your business and drive growth



Centralised control for local authorities and MATs

Catering managers are facing budget cuts while being expected to meet nutritional standards. We help you serve healthy, personalised meals, improve pupil and parental experience, while providing an efficient and compliant service.



Patient-centric catering for health and care

Healthcare catering operates seven days a week, 365 days a year, delivering a vital element of a patient's recovery. We support customers across NHS Trusts, private hospitals, care homes and day centres with electronic meal ordering (EMO) and detailed analytics.

Why choose CIVICA Catering Management?



Growth

With Civica as your innovation partner you'll benefit from account management, regular strategy meetings and a pricing model that rewards growth. We can help you centralise and expand your service across more schools and MATs.



Efficiency

Deliver faster and more reliable services with our centralised paperless kitchen management, with easy repeatable processes that are quick for people to learn. Our pre-order, parental payments and flexible EPoS solutions will improve throughput and cut waste, while improving data utilisation.



Visibility

Track and improve performance with real-time stakeholder access to operational, financial and KPI reporting. With improved visibility of sales and FSM data, you can better understand demand and create tailored menus for different markets and locations



Control

Control every aspect of your service with a framework of business processes, from corporate budgetary and legislative compliance to supply chain management. Our EDI integration, digitised procurement and dynamic menu planning make it easier to do business with a wider range of suppliers



Wellbeing

Benefit from easy ways to protect pupil wellbeing and reassure parents, with nutritional data against menus, allergen management and reporting for schools/parents. Gain the sustainability insight you need to hit Net Zero targets through tracking food waste and CO2 impacts and making it easier to buy local.

What's in CIVICA Catering Management?

Our Check app provides kitchen and compliance management on any device:

- iOS, Android & Windows
- Simple user interface
- On/Offline operation
- Dynamic compliance
- Integrated messaging
- Flexible deployment.

Integrated solutions for education:

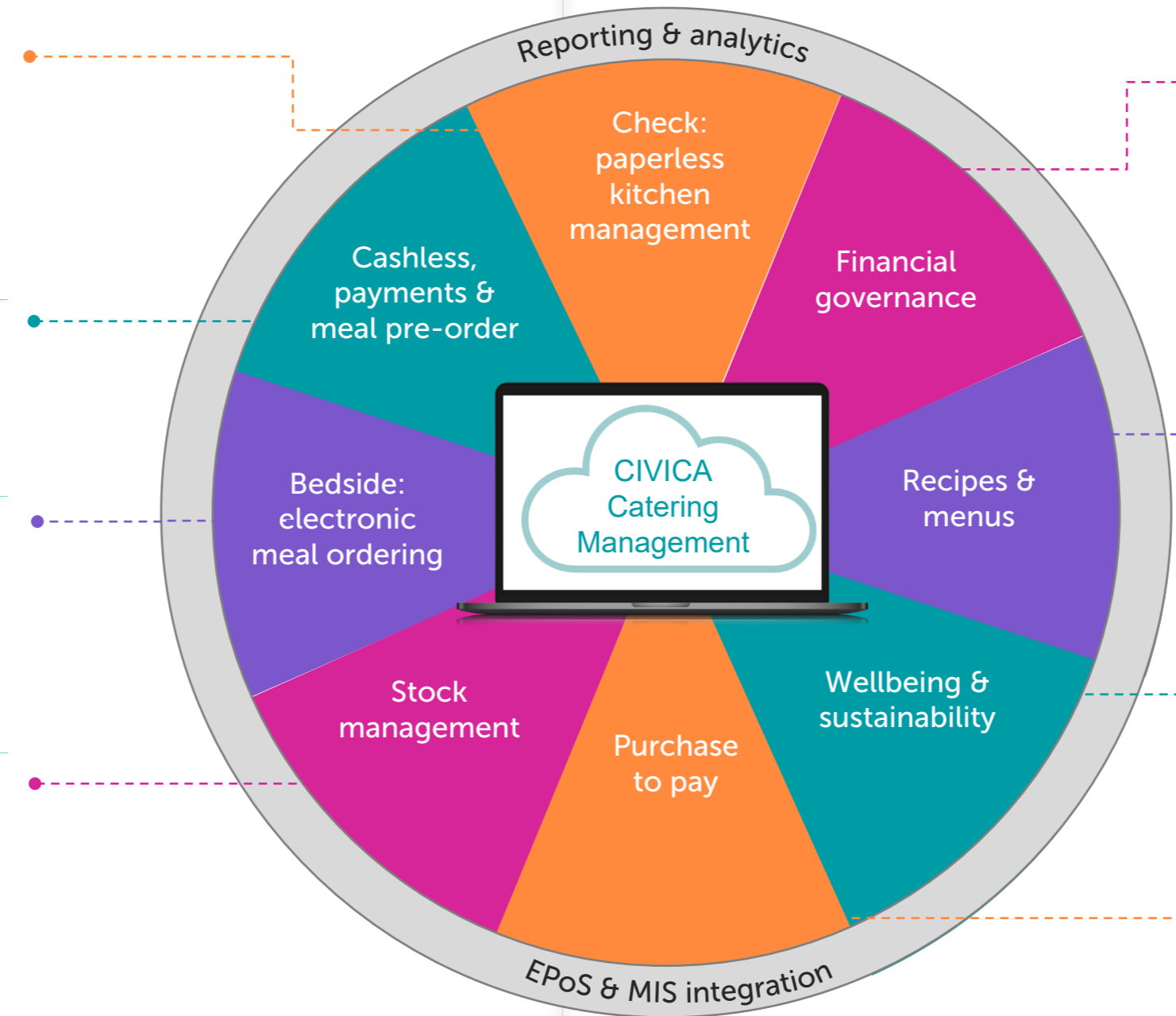
- Cloud cashless catering
- Meal pre-order
- Parental payments
- EPoS
- Third party system integration.

Improve patient experience with electronic meal ordering (EMO):

- iOS, Android & Windows
- On/Off Line Operation
- PMA/PAS Integration
- Dynamic Updates
- Image Based Ordering
- Integrated Service Planning

Reduce costs and waste with complete control and visibility:

- Dynamic update of volumes and prices
- Demonstrable audit
- Line by line analysis
- Integrated waste management
- Simplified stock take
- Authorised sign off.



All the management tools you need to protect profits and budgets:

- Cash management analysis
- Credit, free issue and hospitality
- Banking analysis
- Trading volumes.

Maximise revenues with effective planning:

- Site specific management
- Dynamic updates
- Balanced menus
- Protected foodservice standards
- Managed food offer
- Integrated production planning.

Protect diners and the planet:

- Nutrition and allergen profiling
- Dietary preferences
- Wellbeing portal
- CO2 profiling
- Procurement and waste reporting.

Simplify and automate the buying process:

- EDI and web trader
- Managed catalogues
- 4-way document matching
- Systemised approvals
- Exception management
- Dynamic updates.

We help contract caterers, local authorities, multi-academy trusts and healthcare organisations manage operations across their estate.

Paperless kitchen management

Increase efficiency, ensure compliance and make better decisions - without the paper. Check is a paperless kitchen app designed to help keep processes streamlined, sustainable and safe - vital during uncertain times.

Taking the work out of paperwork. And the paper

Check replaces your paper-based processes with a centrally-managed, integrated system. Available for iOS and Android, it doesn't stop working when you're offline. You can manage your catering activity even if you're out of signal.

Streamline your processes

Check helps you to work more efficiently, with greater control and financial transparency, while still having the flexibility to create unique offers for different sites. The data you need is always at your fingertips, and anything you input is immediately reflected in your CIVICA Catering Management system and shared with co-workers.

Keep your compliance in check

Compliance with legislation and best practice is vital for safety, and to keep your reputation and relationships in good order. Training can be delivered, and competency tracked within Check. This helps you maintain consistency across sites, with standard processes available to everyone.

Make better decisions

With a clear, up-to-date view of activity across your entire operation, you can quickly monitor KPIs and optimise performance. An overview of purchasing and stock control helps you spot opportunities to reduce waste and make savings. At-a-glance access to attendance and tasks enables you to make sure staff are best placed to make a positive impact.

“ The flexibility of deploying CIVICA Catering Management across our client locations, and on-going system enhancements have enabled us to evolve to a point where we have implemented it as the end-to-end solution across our business. It delivers a unified experience for our sites, increasing efficiency and cutting out duplication of work.

Head of Strategic Projects, Global Foodservice Organisation



One recipe. Multiple servings

Recipes and menus are at the heart of your business and at the heart of CIVICA Catering Management too. Maximise revenue by effectively planning menus and quickly creating recipes with our pre-configured ingredient database.

Protect standards and drive cost control

Ensure consistency of foodservice KPI's across all your brands and sites by maintaining recipe specifications. Recipes can be aligned with site specific SLA's, procurement and the foodservice offer.

Save time with a systemised approach

Recipes are built on authorised site data using intelligent look-ups. Using a standard format simplifies recipe creation and supports benchmarking across multiple locations.

Improve operational efficiency with profiled recipes

Flexible units of measure and recipes yields support multi-service requirements from a single recipe. Our detailed ingredient profiles support up to 12 outputs via recipe creation including cost, selling price, nutrition, allergen and dietary preferences.

Simplify management with dynamic updates

CIVICA Catering Management simplifies managing costing, sales price, ingredient replacement and quantity adjustments. With automated menu engineering, you can easily model the impact of updating quantities, replacing ingredients and changing the menu structure.

Ensure compliance using authenticated outputs

Recipe profiles are based on site specific activities such as costs, RSP, yields and EPOS.

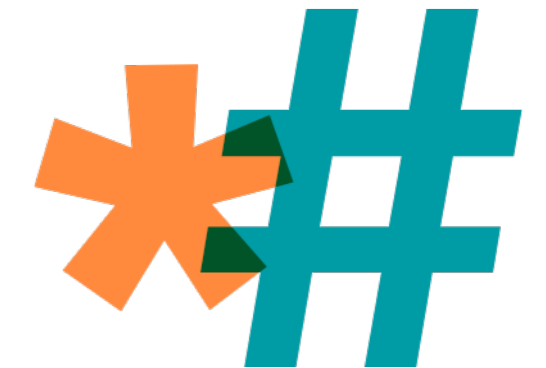
Simplify output with multi-criteria formatting

Embedded ingredient profiles deliver full recipe profiles into recipe cards, the EPOS interface and our Wellbeing Portal too.



“ The Civica system gives us our menu analysis tools to be able to design multiple menus using the same core base of ingredients. It controls everything in terms of outputs for all our menus and ensures we have complete oversight of all the food that we purchase. It's the heart of what we do.”

Nigel Craine, Lancashire County Council.



Protecting the wellbeing of your diners

More than 150 million Europeans suffer from food allergies and intolerances. Alongside offering a wide, healthy choice, caterers have a legal responsibility to provide correct allergen information to customers. Our Wellbeing Portal tracks, manages and communicates accurate allergen, nutritional and CO₂ information.

Manage risk

Wellbeing collates data from multiple sources and suppliers, with any changes to ingredients, recipes or menus automatically updated. Correct allergen information is always available, and you can be confident that you're compliant with Food Information Regulations and Natasha's Law.

Communicate consistently

Transparency from field to fork is vital to ensure compliance. Saffron Wellbeing is easily accessed by kitchen teams, suppliers and customers via a web portal. Our customer facing web portal displays a live allergen profile of each dish, with additional dietary information helping customers make safe and informed choices.

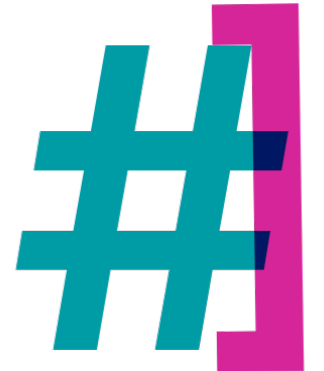
Calorie labelling

CIVICA Catering Management makes it easy to meet calorie labelling requirements. It integrates data from supplier links (directly or via Erudus) to offer a wide range of information including costs, profitability, weight, allergen information, carbon value and calories. Nutrition data from McCance and Widdowson is also available. For added simplicity, data can be provided to EPOS and pre-order apps, exported to labelling suppliers as with Natasha's Law and displayed on our Wellbeing Portal.



“ The data is reliable because it comes straight through from our supplier's database, so we don't need to update it, and if something changes, it automatically changes that product. Parents love it – and they feel confident that we're providing the right thing that their child needs.”

Sharon Ainsworth, Head of Catering & Cleaning, North Lincolnshire Council



Purchasing, simplified

Our purchase-to-pay module automates and simplifies the buying process for catering providers, saving up to 70% of the associated costs of a paper-based system. It's trusted by Civica customers to manage more than £20m of transactions every month.

Save time and money

Our purchase-to-pay (P2P) module provides full procurement control - from managing suppliers, ordering stock, receipting, clearing invoices and making payments to automated internal stock management.

Better supplier relationships

P2P makes procurement easier for both caterers and their suppliers. Lists of ingredients are matched against supplier profiles. These can be ordered automatically to manage stock levels and recipe costings. Purchase orders are automatically raised and placed with nominated suppliers – further streamlining the process and maximising your purchasing power.

Work with a wider range of suppliers

We provide integration for larger suppliers with their own systems using Electronic Data Interchange (EDI), or web portal access for smaller artisanal producers. Electronic orders are exchanged seamlessly between systems and processed quicker, resulting in prompt payment for suppliers. This reduces costs by up to 60% for your valued supply partners.

More accuracy, more control

Automated purchasing processes remove the risk of duplication and human error. Improved purchasing controls prevent unapproved ordering and save time by removing double entry of information. Four-way matching of documents automatically highlights errors such as accidental over-charging, ensuring you only have to deal with exceptions rather than manually checking every line.

“

Managing the foodservices in over 300 sites on behalf of clients in education, business and industry and healthcare locations requires us to work with suppliers to meet a range of service level objectives. CIVICA Catering Management enables us to do this efficiently, without paper documents and gives us visibility across the whole estate to ensure these objectives are fulfilled.”

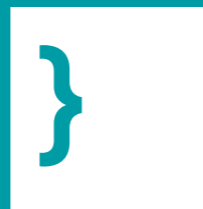
Head of Catering, Autograph



{ Time to take stock

CIVICA Catering Management empowers you to take control of all elements of stock management: purchasing, transfers, wastage and stock taking.

You could reduce the stock you hold by **5%**



Increased productivity and reduced costs

Improving stock holding helps you release investment funds back into the business. CIVICA Catering Management ensures you can readily align stock holding with your foodservice offer and trading volumes, while streamlining procurement, stock turnover and efficiency.

Improved visibility

Get automatic updates based on procurement and trading activity. Our dynamic stock profiling provides automated line by line stock level adjustments in line with purchases, sales, transfers and wastage.

Focused reporting

Get the full picture with validated site level performance reporting, supported by line-by-line analysis.

Our automated routines calculate, volumes, costs and variances. You can easily conduct stock item and calendar-based audits to support analysis and enquiries. Benefit from detailed consumption reporting from finance system coding through to stock item-based movement reporting.



Helping you cater more sustainably

CIVICA Catering Management reduces food waste and monitors your CO₂ impact, helping you cut costs and deliver on your Net Zero goals.

Small steps. Great savings

75 percent of all food waste is avoidable. Driving best practice positively impacts bottom line results. With a reported cost of £1.90/kg* directly related to food, every item counts and our detailed analysis guides actions to deliver results.

Flexible waste recording

Our client specific configuration ensures you can capture ingredient and finished product wastage, by stock item, dish, portion and/or weight. Our flexible data capture enables wastage information to be captured via EPOS, our Check app and/or back of house.

Detailed analysis

Consolidated performance real-time financial and KPI reporting guides informed decisions and drives future improvements.

Moving to Net Zero

To get you started, CIVICA Catering Management comes with Independently commissioned CO₂ data built into its recipe management. However, we can also link ingredient profiles to 3rd party data sources and even offer the option to undertake bespoke analysis by certified organisations.

It starts with your supply chain

Integrated e-procurement helps you identify avoidable emissions from across your supply chain and choose lower carbon options.

Demonstrate commitments to progress

Maps your Net Zero journey with both corporate and customer facing reports. Customers can easily see the CO₂ impact of the dish they're selecting via our Wellbeing Portal..

Global facility management provider ISS Facility Services has enlisted the support of CIVICA to help tackle food waste across its 450 sites in Norway. The company has committed to reaching net zero greenhouse gas emissions within scope 1 and 2 by 2030 and full-scope net zero emissions by 2040, including its full supply chain.



CIVICA Catering Management


To find out more and book a demonstration
email catering@civica.co.uk



Cert No. 663

ISO 9001, ISO 27001, ISO 22301, ISO 14001,
OHSAS 18001, ISO 20000

INVESTORS IN PEOPLE™
We invest in people Gold

 civica.com/catering-management

 catering@civica.co.uk

 linkedin.com/company/Civica

 [/CivicaUK](https://youtube.com/CivicaUK)

 [@civicaUK](https://twitter.com/civicaUK)

Centralised financial management

CIVICA Catering Management helps you improve cash flow and reduce administration with real-time capture and visibility of consolidated trading data across your estate and rapid reconciliation.

Configurable cash management

Our flexible cash sheets align incoming and outgoing cash flow on a site-by-site basis. You can capture data on all incoming and outgoing monetary activities including sales, cash in hand, ATM, cashless loading and bank card transactions in line with site specific revenue streams.

Delivered services

Detailed analysis of all non-revenue services, such as free issues and hospitality.

Validated data returns

Reduce administration with our two-stage validation that captures inaccuracies prior to processing,

Detailed reporting

Operational reporting in line with configured trading calendars supports wider financial management and operational performance reporting.

7 hours reduction in weekly administration

{ Cashless Catering & Payments

Improve the experience for your students, with integrated Civica solutions that will get them enjoying your healthy meal options, faster.

Together they deliver peace of mind, help you be more productive and improve experience for those using your services.

- Pupils and staff can purchase school meals without needing cash
- Safer and quicker break and lunch service
- Improve experience for pupils and staff
- Full transaction visibility for parents
- Cloud and app-based pre-ordering
- Menu scheduling and meal deals
- Forecasting and stock management
- Reduce waste and generate savings.

Learn more: civica.com/cashless



Patient-centric catering for health and care

Healthcare catering operates seven days a week, 365 days a year, delivering a vital element of a patient's recovery.

CIVICA Catering Management supports customers across NHS Trusts, private hospitals, care homes and day centres with electronic meal ordering (EMO) and detailed analytics.

- Deliver a positive **patient experience**, resulting in improved CQC performance and patient feedback
- Ensure healthy, **safe** and nutritious food choices for your patients and get it right first time, every time
- Produce **efficiencies** at every stage of your catering process, from purchasing and payment to stock control and menu engineering, and ensure compliance at every stage
- Cater more **sustainably** by providing carbon value data, tools to reduce plate, trolley and production waste and make it easier to work with smaller local suppliers.

40,000

patient meals are ordered via our Bedside app every year.

“

Switching to CIVICA Catering Management enabled us to drive efficiencies, cut costs and improve the quality of catering provision across the hospital. And those benefits are still being achieved today, in line with raising standards and recommendations set by PLACE and the Hospital Food Review.”

Kim Beevers, Facilities Manager,
Chesterfield Royal Hospital



Why we're confident

Over 30 years, we've built a business with a unique focus. Software that helps sustain and enhance public services around the world. Backed by the direct experience of many of our people working in the public sector, Civica is focused on improved outcomes and building a business that will continue to deliver for communities globally.

Recent experience has accelerated the focus on digitisation and automation across our markets. We remain committed to the further execution of our successful strategy which is helping to deliver more innovative, flexible and efficient public services and a stronger foundation for the future.



22 years
Of solid year on year growth



90 million
citizens supported globally



2.5 million
Public service professionals use our software



25+ years
Of experience in the education sector

