



The University of Edinburgh is Scotland's largest University with 22,000 students catered for across multiple sites in the City.

Accommodation Services is the key operator of Accommodation and Catering provision in the University, and operates both all year round commercial catering under the Edinburgh First brand as well as student catering provision during terms.

- ✓ **3<sup>rd</sup> Oldest University in Scotland**
- ✓ Operate 5,500 bed spaces across Edinburgh
- ✓ **During 1999 the catering services cooked over 3 quarters of a million meals**
- ✓ Facilities range from a commercial restaurant to a facility feeding 2000 people daily.



In the first quarter of 1999, the strategic decision was taken by the Senior Management team to implement an integrated EPOS and stock system.

This was in response to the recognition of the need for improved management control throughout all catering areas, and clear reports and management information to assist in daily operations decisions and long term planning.

Ian Macaulay, Assistant Director (Catering), chose Counter Solutions after an extensive analysis of the key market players. This decision was based on an ITT with a clear remit of the operational requirements, as well as sound analysis of other University reference sites as well as Counter Solutions activities within the private sector.

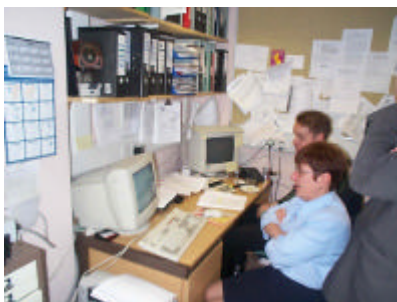
Some of the deciding factors in the final analysis were as follows:

- ✓ **EPOS and stock software was developed and supported by one company**
- ✓ The company must have a long term commitment to the system
- ✓ **Develop solutions to meet market requirements**
- ✓ Cashless systems already in use with reference sites
- ✓ **Windows platform has better integration potential with other systems**



During the summer of 1999 the implementation team worked together to ensure the database was built for an EPOS system go-live during August, with EFTPOS in place before Christmas and then multi user stock control was achieved with StockWise during the spring term.

Other developments planned within the programme include integration with Accounts and an Electronic Purse during 2001.



#### Key Features at Edinburgh University:

- **Networked Touch Screen EPOS Terminals**
- Central EPOS Maintenance and Reporting
- **On-Line Authorisation for Credit Card payments**
- Multi-User StockWise Management System
- **Multiple price band operation**
- Back Office NT Server & SQL Server Database
- **Restaurant, Fast Food, Café & Bar Operation**
- On-Line Support