



Manchester Metropolitan University has over 32,000 students and staff across four sites in Manchester and in Cheshire over forty miles away. In 1999 the University began the first steps of a long-term plan to implement a networked EPoS, Catering Management and Smart Card system throughout all sites.

The disperse nature of the Accommodation and Catering services and high volume of students and staff meant that a well-established, highly resilient system was a fundamental requirement. After studying and comparing numerous tender responses the university chose Counter Solutions, the only company that develops and provides all three products, the products were actively being used in thirty universities and colleges in the UK – A powerful testament to the success of the integrated systems.

The first stage involved the installation of a stock control over the four sites, a total of 31 client PCs were installed to manage the operation. The StockWise application gave improved management control throughout all catering areas, and clear reports and management information to assist in daily operations decisions and long term planning. Following the success of StockWise stage two involved the implementation of 45 centrally managed IBM SurePOS 500 touch screens with sixteen client PCs running OutletWise the EPoS database management application. The introduction of a centrally networked system meant that the management team had instant access to site data and could consolidate over the four sites, standard pricing, accurate sales data showing best and worst sales information based on quantity and margins. The seamless integration with StockWise provided accurate GP and consumption reports.

The summer of 2001 saw the introduction of a smart card and the CardWise application covering all four sites to manage the administrative issues encountered in the feeding of catered students. Students study at more than one site and thus had the opportunity to take their allowance at more than one location. The card ensured that the students ate only once per meal period thus improving the margins and reduced the amount of administration time drastically.

#### Key Features at Manchester Metropolitan University:

- Networked Touch Screen EPoS Terminals
- Central EPoS Maintenance and Reporting
- Retail operation
- 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

