

# Customer Profile: Chartwells

**FOODLOGIK**  
FOOD SOFTWARE SOLUTIONS

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Chartwells is the Compass Foods Group division dedicated to education catering, focusing on delivering thousands of meals every day to primary schools, secondary schools, academies, independents, colleges and universities. Chartwells has two main production units in the south plus smaller distribution hubs, the main sites being Hounslow and Poole with a total of 12,000 meals output per day.

Up to a couple of years ago, site manager Stefano Mazzucchelli used his self-built, large and complex spreadsheets to manage **recipes, meal schedules, menu ordering, production sheets, transport documentation and labels** in his busy kitchen. This was a tremendously time-consuming and error-prone process, especially when loading new recipes and schedules every term. It was also a critical failure point, since Stefano was the only person who knew how the spreadsheets worked. However, Stefano is a man with a vision and he realised that based on his previous experience with **Foodlogik, from Merit Technology** with the right approach Foodlogik could be made to cover all these functions, giving the key advantages of **supportability, consistency and efficiency.**

## A Neat solution to a Complex Requirement



## From Vision to Reality

Merit have a strong track-record in providing systems and support for bakers and dairies, so it was a natural progression for Foodlogik to also deal with kitchen meal schedules and portion sizes. As Stefano explains, "Menus are on a flexible multi-week cycle, and the system must automatically find the right recipe for that school and date when the order is taken, as well as calculate the portions based on the tray sizes. Then the software needs to calculate the ingredient requirements, with the flexibility to allow for make or buy as required. **A bit of an ask, frankly!** But Merit converted Foodlogik to do this within their standard package, so I don't feel out on a limb as regards support.

***"A school meals kitchen survives by keeping unit costs down and quality up. Foodlogik helps me to do this because I can concentrate on these factors without worrying about whether my spreadsheet is going to work or not!"***

Chartwells Compass Group  
6 Mercury Centre  
Central Way, Feltham,  
TW14 0RN  
Tel : 0208 751 4088  
Email :

Merit Technology UK Limited  
[www.Foodlogik.co.uk](http://www.Foodlogik.co.uk)  
(+44) 1795 508750

*Powerful cost-effective systems for food*



## Smooth Implementation and Improving Efficiency

Stefano now feels all he needs is being covered. “The system is providing the operations with all the reports we need to be able to have a slick and efficient production avoiding wastage and be able to know exactly the financial impact of an ingredient change. It also provides all sorts of picking sheets and cooking sheets for the chefs so they don’t have to calculate ingredient requirements, together with detailed traceability documentation fundamental in the food industry” .

Stefano also used Merit to provide critical support during the implementation and to integrate with existing corporate ERP systems. “**Merit were tremendously helpful** in uploading the SAP ingredient costs and the new recipes. This was a huge hurdle to leap, but it went quite smoothly. Once we’d got the first tranche of data in, it’s now just a question of weekly maintenance to keep SAP and Foodlogik in line.

“Due to the nature of the business, we need to use spreadsheets to collate the meal orders exported from *Parent Pay* and *Vis a Vi*, Compass Group’s main on-line meal ordering systems. Merit created a series of neat macros that automatically extract the Excel orders and load it into Foodlogik as EDI orders. **The whole process is very slick and efficient**, so I now need significantly fewer office staff than I had previously”.

## Foodlogik: A Key Enabler on the Path to Growth



Foodlogik was originally deployed in the Hounslow site but is now also operating in Poole, with plans to roll out to other sites as business grows. As Stefano says - “Merit added new functionality to make the data site-specific, so that although products and recipes are global customers, schedules and orders can only be seen or maintained by staff at the appropriate site. This is great because I can delegate much more than I used to be able to, leaving me free to work out and load next term’s recipe and meal schedules. So as the business grows I will no longer held back by IT – **it’s a key enabler and a great load off my mind.**”

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