

GLASGOW CASE STUDY



Glasgow adopted Impact in its Secondary Schools & is now rolling it out into Primary Schools

After trialling IMPACT cashless catering, Glasgow City Council was so pleased with the results that they installed it into all 29 Secondary Schools and are now introducing it into Primary Schools.

Objective

Glasgow's principal objective was to increase the number of pupils having a nourishing meal at lunchtimes. Long queues deterred many pupils, whilst others sought to avoid the stigma sometimes associated with free school meal coupons in cash-based systems.

Solution

By switching to an online cashless system, IMPACT has dramatically quickened POS transactions, markedly shortened queues and made the allocation of free school meal allowances a private and automatic transaction.

Outcome

After the first installation of IMPACT there was a significant uplift in the take-up of school meals both across the board and amongst those entitled to free school meals.

IMPACT was installed into a further 6 schools between 1996 and 2002. Headteachers responded positively, reporting shorter queuing times and an overall increase in the uptake of school meals of c.25%.

With such success the decision was taken to extend cashless catering to the remaining 23 schools. Although CRB Solutions had proved to be "an able and effective partner", a contract of this scale could only be awarded after a close examination of all the available systems. The tender attracted 11 applications from across Europe.

After a rigorous competitive process focussing on quality and after sales support, 3 proposals were short-listed and CRB Solutions emerged as the clear winner. This last major phase of installations proceeded at a rate of almost one school a week until its completion in the Spring of 2003.

In reviewing the decision, Brendan Murphy of Glasgow City Council said:



"We've worked with CRB for many years and they have proved to be an able and effective partner. Impact is a very robust and mature system that manages our cashless service with ease. We have looked at many similar products but no company could meet our needs with such flexibility. I have no hesitation in commending CRB for great service and a great product."

Stop Press

Having had such great success with its High School systems, Glasgow started to introduce Impact to Primary Schools in 2005. By the early 2007 17 had already signed up.

CRB Solutions' Credentials

- UK market leader
- A million users in more than a 1000 schools
- Founded in 1963
- 4 owner/directors with over 80 years experience
- First school system installed in 1993
- Highest quality hardware and software
- Total commitment to after sales support
- Open, flexible solutions
- Biometric, card and cardless solutions available
- Offices in Edinburgh, Durham and Birmingham (Cunninghams)

Sales Enquiries

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Or visit our website at www.crbsolutions.co.uk or contact our head office on 0131 440 6100 to discuss your requirements.

