

West Lothian Council

The benefits of implementing Fusion Online,
CRB Cunningham pre-order app.



Fusion Online pre-order
app



Fusion Cashless &
iPayimpact Online
Payments



iDStore Identity
Management



Increased uptake in grab
& go lunch service



Reduction in food wastage

A need for a contactless solution

West Lothian Council previously utilised CRB Cunningham's cashless system and online payment platform, iPayimpact, across its 67 primary schools and 11 secondary schools, with pin-pads and biometrics at the point of sale.

WLC wanted to avoid touchpoints from the typical dining hall and extend their solution to include contactless meal pre-ordering and collection.

The council opted for CRBC contactless cards and launched the Fusion Online pre-order app to offer a complete contactless identification method.

“

I can foresee a stepped change in pre-order becoming the most popular way of obtaining meals. Children now want a grab and go service to avoid queuing.

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Implementing a Grab & Go pre-ordering service

Jamie Fisher, Facilities and Support Services Manager at West Lothian Council, views Fusion Online as the next natural progression to “offer a modern service that attracts our young tech-savvy customers.”

With Fusion Online, secondary school pupils can pre-order lunches from their mobile device to pick up from a collection point at lunchtime and view their live cashless balance anytime.

“

Many thanks to CRB Cunninghams for getting us up and running with the contactless cards and pre-order app. It was an excellent project and a pleasure to work with you all!

I've had excellent feedback and expressions of thanks from senior officers, and more importantly, I have been inundated with requests from pupils wanting to sign up. I would highly recommend Fusion Online to other schools. I'm already advising other councils to implement the software.

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- Jamie Fisher, Facilities and Support Services Manager

Reduction in food waste

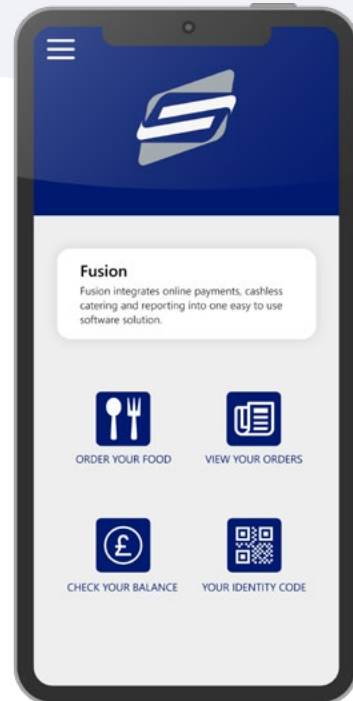
Fusion Online sends pre-ordered meal choices to the kitchen ahead of time, enabling catering staff to prepare meals in advance for pupils to collect at lunchtime, reducing food wastage. Historical data is also available for catering teams to help predict trends, plan, and maintain better stock control.

“The ability to pre-order benefits our catering service as it limits production to only what is ordered and has reduced our food waste considerably.”

The results

Fusion Online is now a vital part of the lunch service for West Lothian Council. Staff who received comprehensive training find the software “easy to use, with production reports and order tickets easy to pick up.”

“From the 14,000 emails issued, within 24 hours, 26% have already signed up, and the requests keep coming. An average weekly uptake is usually only around 55%, so this is a massive achievement.”



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FUSION ONLINE

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