2:1 ROI Operational Efficiency
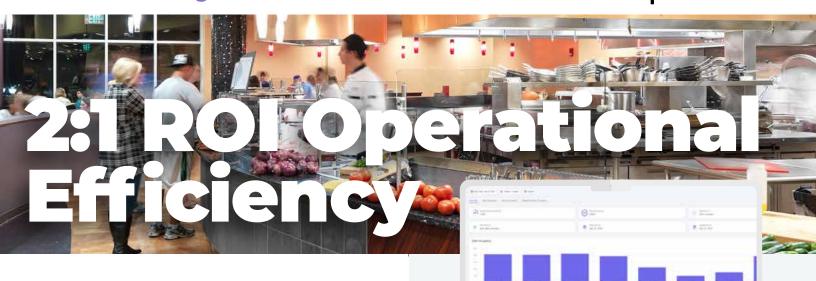
Challenge

One of the largest corporate campuses in the country operates like a small city with thousands of employees working across multiple buildings. The food service provider for these San Francisco, CA-based buildings wanted to continuously assess the usage of on-site dining facilities to make decisions about menu offerings, staffing, and more accurately predict demand based on real-time occupancy in the building.

Solution

This nationally-known food service firm implemented Occuspace to provide precise, always-on data to inform planners as to how busy the company's campus buildings were.

Occuspace sensors were installed in key areas to track real time occupancy levels and usage patterns. This data was then fed into a centralized dashboard, accessible by dining staff and leadership, to monitor real-time occupancy and predict demand.

By receiving real-time alerts on occupancy levels throughout the day, food service providers were able to - in a timely manner - determine breakfast ramp up needs, adjust dining and barista staffing, determine demand and quantities for lunch preparation as well as production and staffing levels for special events while helping to manage cleaning services by floor.

Results

Customer saved $2 to every $1 spent on Occuspace (2:1 ROI)

By understanding real time neighborhood-level occupancy, planners were able to better predict breakfast and lunch service participation, food readiness times and declines in demand over time each day. Additionally, batch cooking was now possible to improve speed of service and eliminate waste.

As trends developed over time, staff had historical data to plan ongoing food services and staff availability and adjust for demand around holidays.

Annual savings in food waste reduction and saved labor: $67,200.

Annual savings were just the beginning. Additional benefits to the customer:

- Improve employee experience by sharing busyness
- Automated notifications to cafeteria staff
- Support for holiday and weather-driven adjustments
- Track & observe trends (seasonality, day of the week)