



Case Study



Dane County: RDS Elite Case Study

CHALLENGE:

Transition foodservice operations from a manual process to a feature rich yet cost-effective software solution

SOLUTION:

Implement **Resident Dining Solution (RDS) Elite** for resident dining management and foodservice production

OUTCOME:

A streamlined, efficient foodservice production environment with lowered food costs, decreased waste, and increased resident safety and satisfaction

“The upgrades, attention to detail, and user friendliness sets RDS Elite apart from any other program I’ve seen.”

Benjamin Boyce

Supervisor, Dane County CFS

“In our line of work, when you find a company that has fantastic customer service that stands behind their product and is constantly enhancing their products, that is a lot to be said.”

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Dane County CFS, a Wisconsin organization that prepares meals for both correctional and skilled nursing populations, utilizes MonarqRC’s RDS Elite for resident dining management, tray ticket generation and foodservice production. Before implementing RDS Elite, Dane County was following a very manual process using a series of excel documents to track data such as residents’ preferences. There was limited visibility into resident selections, tracking food costs and production numbers. This was causing a multitude of errors for both back of the house and resident facing staff and the need for a foodservice software solution became a requirement.

During Boyce’s software search, he reviewed several applications including

those that had a focus in acute care. Boyce was searching for an application that was web-based, required minimal IT involvement, and was robust enough to include all the major features that a high functioning production kitchen would require without the hefty price tag. Boyce found everything on his checklist in RDS Elite. “RDS Elite meets the needs of the senior living and skilled nursing niche market and delivers a lot of functionality without being overly complicated or expensive.”

The implementation of RDS Elite is easy to follow and includes both training tutorials and personalized webinars. “The entire process was smooth with a step by step implementation,” reported Boyce. “The implementation specialist checked in on us

“We have experienced a cost savings in food production by knowing the exact number of servings to produce and amount of food to prepare. We have seen a reduction in waste, overproduction and labor hours.”

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frequently to assist us with questions and moving forward.” RDS Elite is intuitive and user friendly making it easy for staff adoption.

RDS Elite is a comprehensive resident, recipe and menu management system that enables a user to assign residents to appropriate menus, edit options based on preferences, and deliver a personalized dining experience. “RDS Elite is critical in keeping my residents informed,” stated Boyce. “Anytime the residents feel part of the big picture in deciding what they want and do not want to eat, satisfaction scores increase.”

Boyce uses the application to create personalized menus for residents which in turn strengthens the communication between staff and residents and has a direct impact on resident safety. Additionally, the resident management section of the application makes it easy to track diet orders, preferences and allergies ensuring residents are offered items that

are appropriate for their diet while avoiding items that may cause a choking hazard or allergic reaction. “My biggest concern was resident safety and RDS Elite allows me to view and track exactly what is being served to each resident at any given meal,” reported Boyce.

There are several reports in the application that Boyce finds helpful. RDS Elite contains a Production Guide that communicates the number of servings to prepare for each recipe. The Pull/Thaw Worksheets list every item and corresponding amount that needs to be pulled from the shelf to prepare the recipes for a specific meal period. Additionally, the Menu Scaled Recipes Report scales recipes to exact production quantities eliminating the need for manual calculations and overproduction. “The application calculates the numbers for us so we know how many portions we need down to the ½ ounce,” explained Boyce.

In addition to speaking highly of the

RESULTS:

↑ Resident Safety

↑ Resident Satisfaction

↑ Labor Efficiency

↑ Communication

↑ Visibility/Tracking

↓ Food Cost

↓ Overproduction

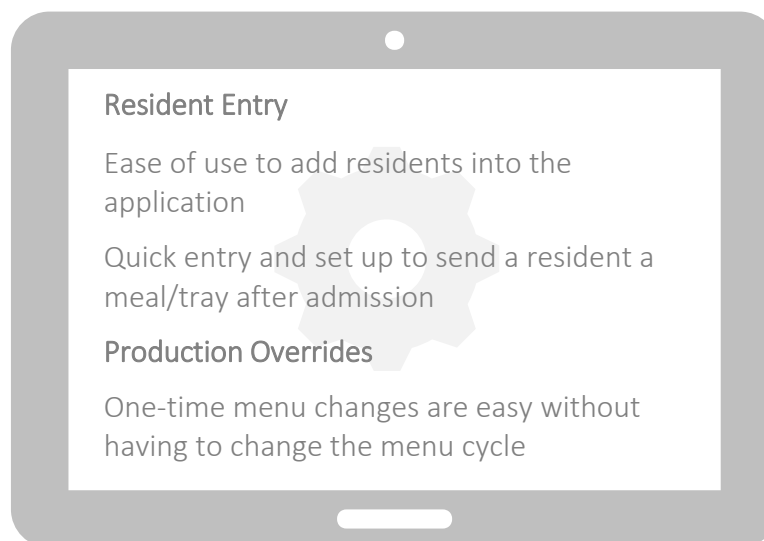
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products, Boyce also commends the sales, implementation and customer support teams. “The sales team was top notch providing whatever information I needed to better understand the product,” stated Boyce. “The sales specialist was never pushy and had great patience while working with an operation that had prolonged time tables.”

“The upgrades, attention to detail and user

friendliness sets RDS Elite apart from anything else I’ve seen. Additionally, the customer service is A+. In our line of work, when you find a company that has fantastic customer service that stands behind their product and is constantly enhancing their products, that is a lot to be said. Anyone in the senior living industry that is looking for food service software, this is the direction you want to go.”

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