**Executive Summary**

Unilever current canteen setup, serving 1,500 employees across 12 floors, is inefficient—causing long queues, food shortages, and lost productivity. This proposal recommends a **Canteen Ordering System** that allows online meal pre-orders, aiming to cut wait times, reduce waste, boost efficiency, and integrate meal payments with payroll.

**Current Ordering System**

* Manual operations with POS and basic inventory tools
* No integration between canteen and payroll systems
* Food tracking managed via Excel
* Data stored on on-premises servers

**Reason for Change**

* **Long Queues** reduce productivity and frustrate staff
* **Food Waste & Shortages** from poor demand forecasting
* **Manual Processes** cause delays and errors
* **Low Satisfaction** due to meal unpredictability
* **No Payroll Link** – payments are manual and inefficient
* **Staff Time Wasted** on admin tasks, not food quality
* **No Data Insights** on preferences or inventory

**New Solution: Canteen Ordering System**

* **Web Portal Access** (mobile/desktop)
* **Pre-Order by 11 AM** from daily menu
* **Kitchen Reports** for accurate meal prep
* **Less Waste**, better planning
* **Pickup or Desk Delivery**
* **Auto Payroll Deductions**
* **Feedback Option** for service improvement

**Resources Required for Maintenance**

 **Annual Costs**

* POS system: $5,000
* IT support: $10,000
* Food wastage: $20,000

 **Weekly Workload**

* Canteen staff: 20 hrs. (managing shortages/tracking)
* IT team: 10 hrs. (troubleshooting POS/payroll)
* HR/payroll: 15 hrs. (manual meal deductions)

 **Usage & Waste**

* 60% of employees use the canteen daily
* ~35% of food wasted due to poor demand forecasting

**REVIEW OF OPTIONS**

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**Option 1: Maintain the Current Manual Process**

* **Pros:**
  + No immediate costs.
  + No change management or retraining needed.
* **Cons:**
  + Continued long wait times.
  + Ongoing food wastage and shortages.
  + Reduced employee productivity.
  + No data insights for meal planning.
* **Conclusion:**
  + Not viable for long-term efficiency or employee satisfaction.

**Option 2: Introduce a Basic Menu Display System (No Pre-Ordering)**

* **Pros:**
  + Employees can at least view meal options beforehand.
  + Lower implementation cost compared to full ordering system.
* **Cons:**
  + No pre-ordering: queues and wastage problems remain.
  + Limited improvement to overall productivity.
* **Conclusion:**
  + Partial improvement but doesn't fully address core issues.

**Option 3: Implement a Full Canteen Pre-Order and Payroll Deduction System (Recommended Option)**

* **Pros:**
  + Significantly reduces waiting times.
  + Minimize food wastage through demand-based preparation.
  + Enhances employee satisfaction and saves productive work hours.
  + Seamless cashless payment process through payroll.
  + Generates valuable data insights for continuous improvement.
* **Cons:**
  + Higher upfront investment.
  + Requires initial training and change management.
* **Conclusion:**
  + The best option for achieving efficiency, cost savings, and employee satisfaction goals.

**POSSIBLE VENDORS**

| **Feature / Criteria** | **Vendor A (EazyEats Systems)** | **Vendor B (QuickDine Tech)** | **Vendor C (FreshServe Solutions)** |
| --- | --- | --- | --- |
| **Experience with corporate canteens** | 5+ years, specializes in offices | 8+ years, broad focus (canteens, restaurants) | 3 years, mainly SMEs |
| **Pre-ordering capability** | ✔️ Full pre-order system | ✔️ Full pre-order system | ✔️ Basic pre-order system |
| **Payroll system integration** | ✔️ Ready API connectors | ⚠️ Custom development needed | ❌ Manual export only |
| **Mobile & Web Apps** | ✔️ Both iOS/Android + Web | ✔️ Web only | ✔️ Mobile only |
| **Customization options** | ✔️ High (branding, menus, workflows) | ⚠️ Medium (templates only) | ⚠️ Limited |
| **Implementation time** | 3 months | 4-5 months | 2 months |
| **Support & Maintenance** | 24/7 support included | Business hours only | Email support only |
| **Client References** | ✔️ (Top FMCG companies) | ✔️ (Universities, SMEs) | ⚠️ (Small offices only) |
| **Security & GDPR compliance** | ✔️ Certified | ✔️ Certified | ⚠️ Partial compliance |
| **Estimated Cost** | £55,000 + £8,000/year | £48,000 + £6,500/year | £40,000 + £5,000/year |

**Evaluation Summary**

* **Vendor A (EazyEats Systems)**  
  ✅ Strong experience in corporate environments  
  ✅ Payroll integration already built  
  ✅ Fully customizable and scalable  
  ✅ Great after-sales support  
  ❗ Slightly higher cost, but better long-term value.
* **Vendor B (QuickDine Tech)**  
  ➡️ Decent solution but needs **custom work** to integrate with payroll, which may delay timelines.  
  ➡️ Only web app, no mobile app.
* **Vendor C (Fresh Serve Solutions)**  
  ➡️ Cheapest option, but **not enterprise-grade**.  
  ➡️ Weak on compliance and integration — **high operational risks** for a company like Unilever.

## **Recommended Vendor- EazyEats Systems**

After a thorough evaluation of three potential vendors — EazyEats Systems, QuickDine Tech, and FreshServe Solutions — it is recommended that Unilever proceed with **EazyEats Systems** for the implementation of the Canteen Ordering System.

* **Proven expertise** in corporate canteen environments with 5+ years of focused experience.
* **Seamless integration** with payroll systems using ready-made API connectors, minimizing custom development time and reducing risk.
* **Fully customizable platform** across web and mobile applications, ensuring flexibility to adapt to Unilever's branding and operational processes.
* **24/7 customer support**, critical for a company operating across multiple shifts and time zones.
* **Robust GDPR compliance and security certifications**, ensuring the safeguarding of employee data.

**BENEFITS OF AN UPDATE**

 Faster Operations: Streamlined ordering & prep

 Lower Costs: Reduced food waste

 Higher Productivity: Shorter queues, faster lunch

 Better Experience: Smooth, modern ordering

 Smarter Planning: Data-driven insights

 Easy Payments: Auto payroll deductions

 Scalable: Ready for future features

**Key Performance Indicators**

🔵 **Employee Experience KPIs**

* **Wait Time Reduction**: Cut canteen wait times by 70% in 3 months
* **Adoption Rate**: 85%+ employee usage within 2 months
* **Satisfaction Score**: Achieve 90% satisfaction in lunch experience

🔵 **Operational KPIs**

* **Food Waste Reduction**: Decrease waste by 40% in 6 months
* **Order Accuracy**: 98% accuracy in orders
* **Time Saved**: Save 20-25 mins per employee per day

🔵 **Financial KPIs**

* **Cost Savings**: Save £20,000+ annually in operating costs
* **ROI**: Achieve full ROI within 12 months

🔵 **System Performance KPIs**

* **Uptime**: 99.9% platform availability
* **Order Processing**: Process orders in under 5 seconds

# **SUGGESTED VENDOR**

After a thorough evaluation of available vendors, **Vendor A** has been selected as the best choice for the implementation of the Canteen Ordering System at Unilever’s US offices. This recommendation is based on the following key criteria:

* **Cost-Effective**: Best value without sacrificing essential features, ensuring savings long-term.
* **Comprehensive Features**: Includes an employee portal, canteen management tools, payroll integration, and feedback system.
* **Seamless Integration**: Smooth integration with existing HR and payroll systems, minimizing disruption.
* **Scalability**: System can expand to multiple locations for future growth.
* **24/7 Support**: Ensures continuous system functionality and quick issue resolution.
* **Security & Compliance**: GDPR-compliant, safeguarding employee data.

**OPTION COSTS**

|  |  |  |
| --- | --- | --- |
| **Cost Component** | **Details** | **Estimated Cost (USD)** |
| **Software Licensing** | One-time license fee for canteen management, employee portal, admin dashboard | $31,250 |
| **Development & Customization** | Customization to integrate with Unilever payroll systems, branding, and workflows | $18,750 |
| **System Integration** | API setup, payroll linkage, SSO (Single Sign-On) integration | $6,250 |
| **Infrastructure Setup** | Cloud hosting setup, security compliance, server configuration (first year) | $6,250 |
| **Annual Cloud Hosting & Maintenance** | Ongoing hosting, technical support, minor updates (annual) | $12,500/year |
| **Training & User Onboarding** | Training sessions for canteen staff, HR, IT, and a small employee group | $3,750 |
| **Change Management & Communication** | Internal awareness campaign (emailers, posters, webinars) | $2,500 |
| **Contingency** | 10% buffer for unexpected costs (scope changes, urgent fixes) | $8,125 |

**Total Implementation Cost (Year 1):** $89,375  
**Ongoing Annual Costs (from Year 2):** $12,500/year (includes cloud hosting, support, and minor upgrades)

# **TECHNOLOGY MIGRATION**

To ensure a smooth shift from the manual system to the new Canteen Ordering System, a structured Integration and Migration Plan will be implemented—minimizing disruptions, preserving data integrity, and keeping operations running seamlessly.

**1. Preparation Phase (Weeks 1–2):**

* Review existing canteen data and back it up.
* Set up cloud infrastructure, secure access, and staging environment.
* Begin integration testing with payroll systems.

**2. Execution Phase (Weeks 3–5):**

* Configure system settings and upload menus.
* Integrate payroll with mapped employee data.
* Create user accounts and assign roles.

**3. Go-Live Phase (Weeks 6–9):**

* Run a 2-week pilot with 100 employees, collect feedback.
* Validate data accuracy and payroll deductions.
* Launch system for all users, phase out manual processes.

**4. Stabilization (Weeks 10–12):**

* Monitor performance, resolve issues, and fully decommission old systems.

**Canteen Ordering System – Implementation**

**1. Planning (Month 1):**  
Project kickoff, requirement gathering, feasibility assessment, and risk analysis.  
**Deliverables:** Requirements document, project plan.

**2. Design (Month 2):**  
System and database design, infrastructure setup, and vendor coordination.  
**Deliverables:** UI wireframes, technical architecture.

**3. Development (Months 2–4):**  
Application build, HR/payroll integration, SSO setup, and unit testing.  
**Deliverables:** Beta system, integrated APIs.

**4. Testing (Month 4):**  
System testing, UAT with a sample group, and refinements.  
**Deliverables:** Tested system, UAT sign-off.

**5. Training & Change Management (Month 5):**  
Staff training, guides, and an internal awareness campaign.  
**Deliverables:** Training materials, support resources.

**6. Pilot Rollout (Month 5):**  
Limited launch for selected departments with performance monitoring.  
**Deliverables:** Pilot report, system refinements.

**7. Full Rollout (Month 6):**  
Go-live for all employees, active support team, and daily monitoring.

**8. Post-Go-Live Support (3 Months):**  
User feedback collection, ongoing updates, and system maintenance.  
**Deliverables:** Review report, improvement plan.

**Summary Timeline**

| **Phase** | **Timeline** |
| --- | --- |
| Planning & Requirements | Month 1 |
| Design | Month 2 |
| Development | Months 2–4 |
| Testing & User Training | Month 4–5 |
| Pilot Rollout | Month 5 |
| Full Rollout | Month 6 |
| Post-Go-Live Support | Month 6 onward |

**Conclusion – Summary**

The proposed Canteen Ordering System has been selected for its strong alignment with Unilever’s operational, technical, and user experience needs. It will:

* Streamline ordering and menu processes
* Integrate with existing HR and payroll systems
* Provide real-time data and insights
* Improve employee satisfaction and service speed
* Reduce manual work for canteen and payroll teams

With a phased rollout and effective change management, this solution is set to enhance canteen operations, reduce waste, and deliver clear operational and financial benefits.

**Business Requirement**

Unilever US requires a **web-based Canteen Ordering System** that allows employees to:

* View menus and pre-order meals before 11 AM
* Choose delivery or pickup options
* Pay via automated **payroll deduction**

The system aims to:

* Reduce canteen congestion and wait times
* Minimize food waste
* Improve operational efficiency

**Key Features Needed:**

* Secure login & role-based access
* Menu management and order tracking
* Payroll system integration
* Feedback collection
* Compliance with IT security standards

It must support 1,500+ daily users across 12 office floors and be scalable and secure.

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|  |  |
| --- | --- |
| **In-Scope** | **Out- of -Scope** |
| Web-based canteen ordering system for Unilever US employees | Mobile app (native iOS/Android development) |
| Daily menu display with ordering functionality | Integration with third-party payment gateways (e.g., PayPal, Stripe) |
| Order placement before 11 AM with confirmation | Automated inventory or stock management |
| Role-based access: Employee, Canteen Staff, Delivery, Payroll | AI/ML-driven meal or inventory predictions |
| Delivery tracking and order fulfillment workflow | Expansion to Global Unilever offices |
| Payroll integration for monthly meal cost deductions | External customer review/feedback systems (e.g., Trustpilot |
| Authentication via SSO/LDAP with session timeout | Health, diet, or nutrition recommendation features |
| Feedback submission and reporting (internal only) | Integration with wearable or fitness devices |
| Dashboard for canteen staff and managers | SMS or WhatsApp-based order notifications |
| Monthly and daily reports (order volume, food waste, payroll deductions) | Real-time kitchen capacity monitoring |