apetito

Bespoke Application Development
the customer

overview

Customer
apetito

Website
www.apetito.co.uk

Number of employees
8,400

Country or region
United Kingdom

Industry
Manufacturing

Customer profile
apetito has been supplying delicious and nutritious food to their customers for over 50 years. From their early origins in Rheine, north-west Germany, they have grown to become a trusted partner to care homes, local authorities and hospitals throughout the UK, the Netherlands, France and Canada as well as Germany.
“the development team and project management experiences I have had have been fantastic, the weekly demos allowed the whole team including developers to talk and engage with the apetito engineers. This helped make the app clear and usable to everyone our side, even those who are not regularly using IT in their day job.”

Mike Calverley, IT Service Delivery Manager
As a leading provider of frozen meals to hospitals, care homes and local authorities, apetito know the value of good nutrition more than anyone. They’re committed to providing a wide range of delicious, appealing and nutritionally balanced meals therefore they must ensure their customers continue to receive the high quality they are used to. apetito found the legacy data base system they were using previously did not meet the requirements that were essential in maintaining or increasing the productivity and service levels of the business. Their specialist engineers are required to maintain manufacturing equipment, including keeping track of servicing schedules, remedial work and any maintenance problems. apetito’s previous database solution presented the following issues:

- Poor storage of case management information.
- Single user restrictions - causing continual system lock out to administrators.
- Lack of capacity causing a slow and unresponsive user experience.

Overall these issues made it difficult for engineers to manage their work, leading to a slowing down in productivity but more significantly was having a major impact on the production of meals.

We calculated with apetito that this loss of productivity equated to an average of 2 hours wasted time a day for each engineer, every day. With a workforce of over 20 engineers this was hugely significant.
the solution

Implementing this solution has enabled apetito to transform their strategy to maintain their manufacturing equipment. The solution risual provided to apetito is a bespoke web based application, providing real time data to all users which includes the following features and benefits:

- A multi-user maintenance management system for any number of assets within an organisation.
- Multiple users are able to record, track and manage maintenance tasks performed on assets that require maintenance.
- Ad-hoc work orders can be created on the day and are recorded instantly.
- Work orders can be planned up to a year in advance.
- The system can also generate multiple work orders based on a user-defined frequency, be that years, months, days, minutes or even seconds.
- Designed with cloud in mind with minimal effort and changes required.

“It was really great to develop something with apetito to design something that would have such an immediate impact on the organisation. To build it from the ground up has really allowed us to get it perfect”.

Sanjay Vadher, Account Manager at risual
Identify Trends, Save Cost and Increase Productivity

The system also includes a number of reporting tools, which allow management to view maintenance activity and to provide visual representations of workflow, which will help determine which assets can be repaired or need to be replaced.

apetito have enabled their workforce to be more proactive in terms of asset repair and replacement, along with a more efficient system to save engineers time.

In summary, this has enabled apetito to increase productivity in their engineers, improve user experience and give management far greater insight into the operations of their business critical manufacutring estate.

“We are no longer having to pay our engineers overtime to stay and fix the system, they now have the application available there for when they need and want it, allowing them to input the information quickly”

Mike Calverley, IT Service Delivery Manager.