



CENTER PARCS DRIVES UP PRODUCTIVITY WITH CHECKIT



Discover how Checkit is helping Center Parcs save over 20,000 hours of staff time every year while giving managers unprecedented control and visibility.

Our client

Center Parcs operates five holiday villages across the UK, each occupying roughly 400 acres of pristine woodland. Guests can enjoy a full range of indoor and outdoor activities, or just kick back by a heated pool before enjoying a spot of fine dining.

Behind the scenes, keeping the cogs of this enormous machine turning are people like Gavin Riley, Food, Beverage and Retail Manager.

Gavin and his teams are now using **Checkit's Real-Time Operations Management solution for critical food safety compliance procedures and temperature monitoring.** This frees up valuable time boosting the efficiency of their daily tasks.

From a management perspective, **Checkit's Operational Insight Smart Dashboards are creating KPIs and visibility of trends and performance across the business** in a way that would never have been possible with the old paper-based system.

As a result, performance can be tracked in real-time to rapidly act on emerging problems.

By the numbers (per site):

- 4,000 guests every week.
- 1,500 employees.
- 12 restaurants and bars.
- 125 fridges and freezers.
- 2,500 weekly temperature checks.

"Each unit has saved an hours labour each day. That might not sound much, but when you talk about the UK business operation it represents over than 20,000 hours per year."



Sector: Leisure



Number of Parks: 5



Products: **Operational Insight** | **Work Management** | **Automated Monitoring**



checkit

Step-by-step compliance

Center Parcs are serious about their responsibilities when it comes to looking after so many guests each week, making them a diligent, risk-averse organisation. Consequently they put Checkit through its paces at their Whinfell Forest site with an extensive trialling and validation process designed to maintain their existing high standards of compliance and IT security.

With a green light from this analysis, they began a national roll-out for food safety and compliance recording. Whinfell Forest and Woburn Forest sites took the lead, phasing out their old process over several months before now relying entirely on Checkit.

The intent is not just to replace paper, but to use the newly digitised data to set, measure, and refine KPIs across the operation. Metrics such as the length of time equipment is operating within specification, and the proportion of tasks completed to schedule, are examples of new, valuable insights into operational performance.

"Checkit's automated temperature monitoring gave us the kinds of variables we needed to make sure it would work given our high compliance standards. Our conversations with Checkit's account managers and development teams meant we were confident it would prove to be a future-proof solution."



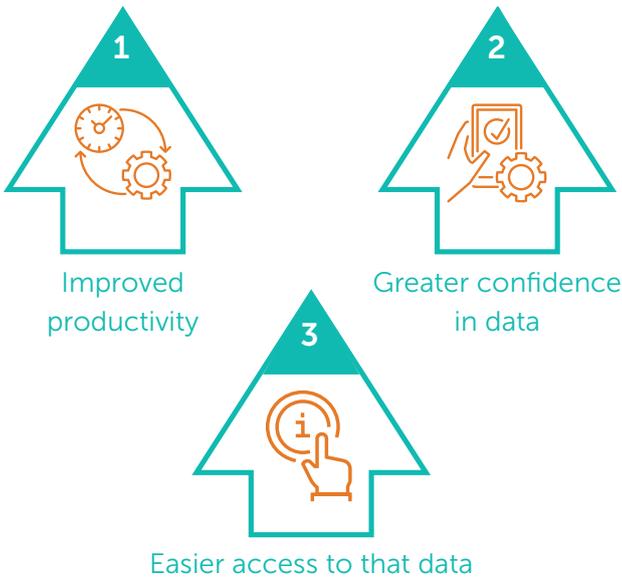
Setting the standard

Checkit allows Gavin and his teams to set their own parameters and realise their own vision of what success looks like.

The compliance standards set internally by Center Parcs are much higher than those for the wider industry, so the initial focus was on getting high-quality data and getting rapid feedback to frontline staff.

Via wall-mounted tablets linked to the monitoring summary, staff can track metrics like food temperature accurately, and in real-time, to make sure they don't fluctuate beyond the acceptable range.

Already, Center Parcs are seeing big improvements in three key areas:



...all of which, coupled with less time doing and supervising basic repetitive tasks translates to a boost in productivity.

"Right now, our focus is compliance. We're in the process of auditing and making sure those boxes get ticked, but we're already seeing some opportunities emerge for other applications, which we can explore in future."



Ready for the public eye

With a total saving of 20,000 hours annually, Center Parc can now invest this time back into training, improved waste management, and other behind-the-scenes essentials, like improving controls.

With the system proven and the rollout across all sites in progress, focus is now planned to shift to a broadening of scope bringing in other applications for the technology.

Introducing Checkit to the remaining sites, plus a new site in Ireland that is expected to be completed by the summer of 2019, meaning a total of 800 active sensors across the business.

Automated time tracking, stock management, and user-based accountability, all paperless, promise the same kind of time savings, creating a smoother experience.

Beyond that, the team is optimistic that this same efficiency can be applied to front of house compliance.



Checkit: In Gavin's own words

Gavin Riley,
Food, Beverage and Retail Manager.

"Checkit was chosen not only because it provides a single-vendor solution, from temperature monitoring to food safety, but it can also scale to our needs. This allows us scope to diversify into front-of-house and business intelligence reporting. It's a partnership with a bright future."



No paperwork

Food safety records are automatically created, timestamped and stored securely online



Consistent Food Safety

ensuring the highest possible standards



Unbroken cold chain data

Readings are always taken - even during power cuts



Staff trained in minutes

If they can use a smartphone, they can use Checkit

About Checkit

Checkit Real-Time Operations Management helps businesses optimise performance and compliance, providing top-to-bottom visibility of work as it happens. For frontline staff, Checkit automates and guides their activities, improving efficiency and consistency. For supervisors, it automatically allocates and schedules work, making exceptions and issues easy to handle. For managers, it creates broad control and consistency, providing continual insights across the business.

Based in Cambridge, UK, Checkit is part of Elektron Technology Group PLC. Customers include the Ritz, Compass Group, Claridge's, One Aldwych London, Jamie's Italian, Alton Towers, Abel & Cole, Bakkavor, Cucina Sano, Abcam, NHS, University of Winchester and Sodexo, among others.

"We can now reinvest saved time back on the business, improving controls and training people."

Gavin Riley,
Food, Beverage and Retail Manager.