



CASE STUDY: SACHI'S CAFE BISTRO

Digital innovation in school food services: Sachi's and App8

Background

Established in 1993, Sachi's Cafe Bistro is a pioneer in providing nutritious and delectable meal options to educational institutions across the National Capital Region, spanning both the public and private sectors. Sachi's Cafe serves over 10,000 students daily, while always striving to exceed their food service needs.

At the forefront of innovation within the Sachi's franchise is Manuwel El Murr, the operator of Sachi's Cafe at Maurice Lapointe School. Since the adoption of the App8 mobile ordering solution his business has achieved incredible results & rapid growth, while leading the charge for digital ordering within schools.

Challenge

Facing a myriad of obstacles in 2021, including low sales as well as operational inefficiencies such as managing paperwork, checks, and cash, the business needed to pivot quickly in order to stay afloat. In pursuit of streamlining operations and boosting sales, Sachi's at Maurice Lapointe turned to App8's online ordering solution.

“Previously, my daily responsibilities included handling paperwork and checks from parents, which entailed tasks like manually counting money and addressing writing errors. However, App8 came to the rescue with a system that effectively resolved all these challenges.”

CASE STUDY: SACHI'S CAFE BISTRO

Solution & Implementation

Sachi's implemented App8's online ordering solution to enhance the regular hot meals lunch program, as well as the Wednesday pizza program.

Online ordering

With App8's seamless online ordering solution, parents can access Sachi's menu directly through the school website, and effortlessly order and pay for their children's lunch with just a few clicks. Whether it's a same-day order, pre-order for the entire week, or a Wednesday pizza order, the food is promptly delivered directly to their child's classroom at lunch time. Parents stay informed through real-time SMS notifications, receiving updates when their order has been accepted, and further reassurance when the order is out for delivery, providing them with the peace of mind that their child is well taken care of.

"App8 provided the right solution at the right time when my business was struggling. It offered online ordering, which helped boost my business, doubling sales. What's more, it was particularly beneficial with the pizza program," -Manuwel El Murr, Operator, Sachi's Maurice Lapointe School

Increased sales

100% increase in hot meal orders

125% increase in revenue per pizza slice

Improved operational efficiency

With App8, operators can bid farewell to traditional paper order forms and embrace a more efficient approach by effortlessly organizing, tracking, and managing orders directly from a tablet. Gone are the days of handling cash and checks, as App8 facilitates seamless online payments. Additionally, with App8's restaurant portal, operators can easily access detailed order summary reports for accounting and operations teams.

Happier parents

Not only does App8 benefit operators, but parents can now avoid the time-consuming task of filling out paper order forms during their evenings. With online ordering, there's no need for packed lunches either, as parents can effortlessly select from a diverse range of healthy meal options, sparing them the effort of preparing meals themselves.

About App8

App8 is a leading omnichannel ordering solution for foodservice brands that enables guests to view digital menus, order dine-in, pickup, or delivery, and pay for their meals, all from their own smartphones. App8 works with some of the top restaurant and entertainment brands in North America to deliver value beyond contactless transactions with guest feedback, advanced reporting, and actionable insights.

order additional items from servers throughout the game. Guests can pay on-site, and all ordering is seamlessly integrated with the stadium's point of sale system (POS).



<https://app8solutions.com/>

