

CASE STUDY: ORANGE COUNTY CONVENTION CENTER

The Orange County Convention Center (OCCC) is located in the heart of Orlando, Florida's tourism district. The second largest convention center in the United States, OCCC boasts 2.1 million square feet of exhibit space, 38 food outlets, 75 portable food carts, full service catering and special events. Centerplate is the exclusive provider of food and beverage hospitality services at OCCC, and requires a robust system to ensure they provide their signature, best-in-class food & beverage experience. They depend on FOOD-TRAK to meet their procurement and inventory needs.



Candy Laughlin, Purchasing Manager for Centerplate OCCC, has streamlined their ordering process since implementing FOOD-TRAK. "We are able to have all departments enter requisitions ensuring they receive the products ordered. Our Purchasing Department places all orders which are received by our Warehouse who in turn delivers it to the specific department. We used to have a lot of orders arriving in our Warehouse that the Chef's had called in - this has all but been eliminated."

Centerplate OCCC has achieved significant cost savings by utilizing the FOOD-TRAK Vendor Bidding Module. "We are able to compare pricing and purchase the same quality product at a lower price. For example, one vendor was charging us \$13.50 for a case of Lettuce Spring Mix while another charged only \$8.50 a case for the same product. When you purchase over 50 cases a month, that comes out to a savings of \$250.00," said Laughlin.

FOOD-TRAK has also enabled them to exceed their Corporate Standards and Goals. According to Laughlin, "FOOD-TRAK is a great record keeping and organizational tool for every department. Our corporate goal is a Product Compliance of above 90% and currently we are at 99.2%. Our Vendor Compliance is also 90% and we are at 96.2%. Departments are able to see what they have ordered daily to make sure they are delivered in a timely manner."

"FOOD-TRAK IS A GREAT RECORD KEEPING AND ORGANIZATIONAL TOOL FOR EVERY DEPARTMENT. OUR CORPORATE GOAL IS A PRODUCT COMPLIANCE ABOVE 90% AND CURRENTLY WE ARE AT 99.2%. OUR VENDOR COMPLIANCE IS 90% AND WE ARE AT 96.2%."

*-Candy Laughlin
Purchasing Manager*

Centerplate OCCC graciously hosted one of our Boot Camp on the Road seminars. Laughlin, a previous Boot Camp graduate, recognizes the importance of FOOD-TRAK training to the success of the system, stating that "Boot Camp has allowed us to really connect the dots and streamline the entire process from requisitions to closing invoices. It has empowered us by providing the skills and confidence necessary to effectively use the program without second guessing what we are doing within the system. Going forward much of the training will be utilized in everyday operations, particularly when it comes to our EOM inventory counts."