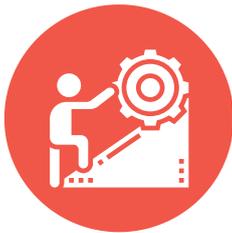




We rescued Sodexo from a sea of paperwork, saving them time and money in the process

Sector: **Healthcare and Services**
Number of Sites: **400**
Audits per Year: **5000+**



The Challenge

Repetitive Paper-Based Processes

Sodexo, a globally acclaimed leader in the healthcare and services industry operates in 80 countries with 420,000 employees in 34,000 sites. Its division - Sodexo Ireland has 1,800 people working for 2000 client locations across various market sectors. Back in 2013, Sodexo Ireland was in dire need to deploy a technology-based auditing tool for one of their contracts to eliminate cumbersome paper-based processes.



The Solution

Excellent Flexibility in Audit Deployment

ECAT pulled out all the stops and had Sodexo Ireland client’s auditing system up and running within a couple of days. With the success of a completely glitch-free audit management tool and extensive ‘word-of-mouth’ appreciation, it helped us to form a strong partnership with Sodexo and its global clients. With ECAT, Sodexo were able to completely eliminated repetitive paper-based systems which resulted in better flexibility and smooth processes.



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The Results

Significant Role in New Product Release

ECAT has become an important wheel in the cog for Sodexo. Particularly when they launched their UK product - Essence. For a smooth adaptation across divisions, ECAT devised the standardised Sodexo Essence Audit. We customised a set of pre-defined parameters to allow the entire Sodexo team to have a smooth rollout of Essence with minimum effort. It was simple - various site managers would send us their site details and ECAT did the rest. Within a day of receiving the site information, the Sodexo auditors could be auditing from their mobiles. Quick and easy!

Complex yet Very Effective Tool for Hospitals

Sodexo is a trustworthy and leading provider to the ever-evolving healthcare market. Being a part of a highly regulated industry driven by processes and results, Sodexo Healthcare needed to combine audit findings with its internal enterprise systems. Through massive and consistent efforts of ECAT and Sodexo teams, a new purpose-built solution was designed and deployed. This new system consisted of all existing functionalities of ECAT along with additional randomisation and scheduling rules.



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