



Kristin
KINDERGARTEN - SENIOR SCHOOL
BUILDING GREATNESS

Kristin School

Auckland, New Zealand

1,550 Students

300 Academic and support staff

A large independent school utilising Monitor's Point of Sale solution



"The transition to Monitor was extremely smooth. Most impressive is the level of service provided by Monitor who support us 100%. Thank you for making it so easy."

Ngair Clayton, Operations Manager

Kristin is an independent co-educational school of approximately 1550 students, from Kindergarten to Year 13. Kristin provides a number of Point of Sale locations where staff and students can purchase food and beverages available at the school.

The Challenge

Kristin was seeking to replace their aging food services Point of Sale solution. The school wanted to ensure that the functionality of any replacement system was maintained whilst providing technology improvements and seeking a system that would give them an improved feature set.

The school runs 4 separate POS areas that service their students, staff and guests.

- Staff Canteen
- Junior and Middle School provides pre-order facilities to Junior and Middle School Students
- Express Canteen to service all Middle School students during break periods
- Pavilion Café for Senior Students, staff and parents

Combined, the solution was to provide intuitive operator functionality, the ability to load funds to a students' internal school account accessed via the students ID card, powerful and comprehensive reporting and be able to provide automation of the creation and maintenance of user accounts.

The Solution

- Supervisor Net
- Supervisor Import
- Supervisor Reporting Suite with customised reports
- 6 x iPOS Stations
- Back Office iPOS Module

The Result

Monitor worked with the different business department managers to ensure that the solution delivered in Kristin's technology, functionality, ease of use and reporting requirements. With experience in the education market and expertise with POS and transactional environments, Monitor ensured that the transition and training was at the highest of standards to ensure the least amount of disruption. The key functionality of the solution includes:

- 6 iPOS Stations in 4 locations with separately designed POS screens tailored to each stations product offering.
- POS Stations that accept cash, integrated EFTPOS and ID card tender.
- Picture Popup for payment authentication for increased speed of transaction.
- Receipt redirection for pre-order fulfilment.
- The ability to categorise users to identify their unique buying rules:
 - Staff
 - Departmental billed accounts
 - PrePay students
 - Auto top up account students
- Consolidated reporting filtering by school/house group for Junior and Middle school orders that are delivered to their class room.
- A networked system that provides centralised reporting.
- A dedicated support channel to ensure any issue is dealt with quickly and effectively.

The Future

During the involvement with Kristin a number of other processes have been identified where other Monitor products can be utilised to create increased efficiencies and improvements through providing online payment options and more automation with parents ordering on-line.