

Case Study

bartlett mitchell

bartlett mitchell are one of the leading independent contract caterers operating in the UK. Their reputation is built on delivering a quality and dynamic service to their customers and clients.



IndiCater and bartlett mitchell started working together in 2002, initially introducing IndiCater's web-based finance, bookkeeping and communications modules across the company. Branded as 'i2i', IndiCater enabled unit managers to process all of their accounts functions online, with trading information transmitted directly to head office from a pc at their unit. From sales recording and stock take, to cash reconciliation and purchase invoices, group and area personnel had unprecedented access to real time operating data, with the added benefit of a staff communications intranet thrown in!

In addition to providing a comprehensive accounts platform, i2i quickly became the central library hub for all unit operating materials including health and safety manuals, COSHH manuals, training and marketing materials, team induction packs, supplier and contact directories, food alerts, company news headlines and bulletins.... and more besides. i2i provided an exceptional level of two way communication throughout the group, available 24/7.

At a very early stage, bartlett mitchell recognised the significant value in developing i2i as an all encompassing one stop shop back of house management system. IndiCater worked with the team to integrate new modules including Stock and Recipe Management, and Employment. The company now has group wide access to their own bank of recipes, fully costed and automatically updated overnight with live supplier prices. Staff can even purchase on line. Using the Employment module features, head office can track absence and sickness trends, store training records, set up new starter/leaver/probation/visa expiry alerts, and create a range of reports from holidays booked and ethnicity statistics.

As a living, breathing and evolving system, i2i has latterly become home to IndiCater's innovative Dashboard application, highlighting at a glance key performance data from the individual units.

Our Outlet Monitoring application also ensures that the team at bartlett mitchell have the latest tools available to ensure quality control throughout the group.

“With over 70 sites to manage, engaging with IndiCater at an early stage enabled our team to remain customer focussed, with i2i taking care of our back of house processes. Costs are controlled, managed and monitored in real time, essential if you are as serious about your business as we are.”

Wendy Bartlett, Managing Director