

Press Information

Commentary/Information Requests

If you are looking for comment or information about IT in the hospitality industry, we would be happy to help. Given the diverse nature of the services we provide and the wide range of hospitality industry clients we have (hotels, restaurants, healthcare, education catering, contract catering, pubs and clubs, hospitality, etc.), we are able to provide information or comment for news and features on many subjects including:

Topic	Background
The Credit Crunch – using IT to quickly fine-tune business management	The IndiCater system has a whole host of powerful management reports enabling users to quickly identify issues/opportunities and take immediate action.
Using IT with an unskilled workforce	The IndiCater system is simple to operate and staff with no prior experience of IT can very quickly be trained in its operation giving them new skillsets/better employability in the process.
The benefits of using technology in communication	One of the backbones of IndiCater’s system is an intranet which can be up and running in a matter of days giving the potential for rapid communication dissemination to all users.
The knowledge community – bringing together knowledge	The IndiCater system is a conduit for transferring and sharing information and knowledge around a company in real time, creating better-informed and more productive staff.
Using technology to help retain talent in an organisation	IndiCater’s tools give businesses the stats they need to effectively manage and retain their talent.
Managing change in the workplace through the use of IT	IndiCater introduces radical change to the traditional way hospitality professionals conduct and manage their business.
Using IT to reduce carbon footprints and help the environment	Better management reporting means better use of management time and less driving around between sites required. The system cuts out layers of re-entering data and cuts down significantly on paper used. It can also be set up to measure ‘green’ stats for an operation – wastage, energy consumption, recycling, etc.

Press Contacts

For quotes, images and logos, or to arrange an interview with an IndiCater executive, please contact:

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What does IndiCater do?

IndiCater supplies web-based software that provides a means for companies managing multiple sites to communicate with one another, as well as record, transfer and manage data between head office and individual sites – in real time.

The IndiCater suite of modules allows clients to select the most appropriate processes for their specific business needs. Modules can be added to at any time and all sit securely within a customised client intranet platform. All of the financial modules can integrate with existing accounting and EPOS systems.

Typically, a client's return on investment in IndiCater has been seen through improved financial controls, more efficient and immediate communications, and better business trading margins.

IndiCater modules are licensed for clients use on a monthly basis.

Key facts about IndiCater:

- IndiCater was founded in 2000 with one specific aim - to use technology to help address the complex administrative and management challenges associated with running more than one site within a business.
- Created by experienced hospitality professionals Mike Day and Lou Willcock, IndiCater initially focused on the contract-catering arena, and has successfully grown organically into associated hospitality sectors.
- 1 in 5 UK contract caterers now use IndiCater as their back office application for outlet managers
- Over 20 modules and tools help users manage and create their Staff Rotas, Absence Management, Payroll, Stocktaking, Recipes, Sales Invoices, Customer Databases, Bookwork, eProcurement, Electronic Supplier Invoices, Customer Surveys, Marketing and much more.
- There are over 2000 outlets from across the hospitality industry using IndiCater's software, ranging from a 2 Michelin star restaurant to pubs, from sports stadia to conference centres, and from hotels to leisure.
- Their clients range in size from a single school to groups of 200+ outlets.
- They have delivered to the public sector "on budget, on time, and exceeding expectations" (quoted from their client at Great Ormond Street Hospital).
- Over £30M of purchase transactions are recorded annually in IndiCater.
- More than 6000 staff records are managed using IndiCater's HR module
- Their clients data security means everything to them and is second to none
- Companies with a combined annual turnover in excess of £70 million are using IndiCater as their central portal for receiving and delivering site management information.

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- IndiCater is continually growing new modules as they come on stream, and can provide additional value added services including:
 - Licensing of Industry Information databases
 - Website and Intranet Development
 - Internet Website Hosting
 - Email Hosting
 - Graphic Design
- IndiCater has grown five-fold since its first year in 2000.

IndiCater's Software Solutions

Their IndiCater Suite contains the following range of modules:

Company Intranet

Document Library, Contacts Directory, Asset Manager, Task Manager, Headlines, Tools, Handover Notes, Supplier Directory, Food Alerts, Vacancies etc.

Finance

Income, Banking, Cash Management, Purchasing Lite, Stock Lite, EPOS Imports, Exports to Accounts Applications, Sales Invoicing, Internal Sales

Employment and HR

Staff Records, Rotas and Scheduling, Absence Management, Training, Tronc, Export to Payroll, Timesheets, Staff Turnover etc.

Stock Manager

Stocktaking, e-Procurement, EDI, Recipe & Nutrition Manager, Menu Creator, Supplier Manager, Discount Manager

CRM

Customer Database, e-Bulletin Tool, Function and Event Management, Hospitality Ordering Manager, Virtual Deli, Credit Card Payment

Marketing

Marketing Planner, Calendar of Occasions, Event Calendar, Sayings Selector

Monitoring

Business Reporting, Health & Safety, Customer Survey Tool, KPI Dashboards, Outlet Visit Checking

Bespoke Solutions

The IndiCater Suite combines the best of an off the shelf package with the advantages of a bespoke product. Whether clients have 1 outlet or 1000, the IndiCater suite is tailored to their sector and operation. Bespoke tools and modules can also be created.

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IndiCater's Senior Team

Charles C Mobbs (FiH), Chairman

Charles is a new addition to the IndiCater team. His role focuses on helping the team to grow the company, expanding the number of corporate clients using IndiCater's wide range of back of house management software. Charles is a Fellow of the Institute of Hospitality and joins the company from one of the UK's leading hospitality software suppliers. His career background has always been inside the hospitality industry, and includes previous management roles with Hilton Hotels.

Mike Day, Founder and Chief Executive

Mike has extensive pan sector hospitality experience, having held senior executive positions with Kingsmead Hotels; Grandmet Catering; David Lloyd Leisure; and Director of Hospitality with Robert Maxwell's Pergamon Group. Mike formed Customised Contract Catering in 1991, selling to Granada plc in 1999 before starting IndiCater.

Lou Willcock (Bsc Hons), Founder and Director

Lou graduated from Oxford Brookes University where she is now a Fellow. She has extensive operational experience, commencing her career in the conference and education arena with Gardner Merchant. Lou formed Customised Contract Catering with Mike Day, helping build the business to £7m annual turnover before its sale to Granada plc. Lou is joint founder of IndiCater.

David West, Technical Director

Beginning his career with advertising agency Abbott Mead Vickers in London as Internet Development Manager, David has been instrumental in the development of software and internet applications for a number of corporate businesses including Microsoft, Goldman Sachs, Visa International and Diageo. David heads up IndiCater's software development team.

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IndiCater's Clients

IndiCater has a diverse portfolio of clients spread across most sectors of the hospitality industry including:



Other clients include Restaurants at Work, Consultant Services Group, 7-Day Catering, Thomas Franks, Bespoke Hotels and Nottingham High School for Girls.