



Artcaffè

coffee & bakery

USER TESTIMONIAL

The Artcaffé Story

Artcaffé's journey started thirteen years ago when the first Artcaffé restaurant opened its doors at Westgate Mall, Nairobi, Kenya. With that flagship store, they set out to bring to life a series of high-quality restaurants that offer not only delicious food and exceptional service, but unparalleled ambience too. Today, they have over 30 stores across Nairobi, and are one of the only brands to achieve 'Superbrand' status in East Africa.

More than a restaurant, Artcaffé is a lifestyle and a social hub in the buzzing capital of Kenya. They are firm believers that dining is about so much more than food. They combine inspirational spaces, quality products, and a sense of community to give you the full Artcaffé experience.

Artcaffé Brands

Artcaffé
coffee & bakery

OhCha
NOODLE BAR

The **Artcaffé**
Market
GOURMET FOOD STORE

SHIBA
EAT WELL EVERYDAY



Dormans
THE COFFEE EXPERTS

The Problem

Due to their rapid expansion, the Artcaffé Group found it challenging to monitor food hygiene management practices across multiple locations.

Particularly since the documentation was paper-based, it required the Quality & Assurance Manager to travel around Kenya to be able to audit hygiene practices. The handling of the food hygiene paper trail was difficult and the use of paper was enormous.”



The Solution

The leadership of Artcaffé Group received an email from Soop, that had just launched their Food Hygiene Management Platform in Kenya.

It seemed interesting particularly because it was fully digital. In talks with Soop's team in Nairobi, Artcaffé realized the Soop Food Hygiene Management Platform could help them oversee all their outlets simultaneously, reduce travel and paper costs, and maintain full traceability. This would improve efficiency of the staff's work time and reduce risk of food-borne illnesses.



Implementation

In the first phase, Soop's team was welcomed to the Artcaffé Logistics and Distribution Centre in Baba Dogo where all the Group's food and beverage ingredients are received, stored, produced and then dispatched to all outlets.

Soop mapped the operations and the set up the Food Hygiene Management Platform, customized for the Logistic Centre's needs.

In the second phase, Soop visited Artcaffé's iconic restaurant in Westgate Mall.

After mapping the space and operations, the Hygiene Management Platform was installed also for Westgate's needs and staff trained on its use. The idea is to collect experiences of the platform from all levels of personnel involved in its use, to then install it in the remaining 30 businesses.



User Experience

Jyoti Jakesh

Chief Logistics Officer - Artcaffè

“ Our experience with Soop has been amazing as it has made records management very efficient.

When we heard about Soop, we thought it would be a great tool to help optimize our food safety management system by having all the necessary records backed up and easy to retrieve. We endeavour to make operations efficient and incorporating this was a step in the right direction.

Overall, the Food Hygiene Management Platform is a must have in any food handling organization that is keen on having a functional and well maintained food safety management system.”



Vivian Ochieng

Quality Assurance Manager-Food Safety, Team Leader - Artcaffè

“ When Soop came to do the installation, there was a huge load of paperwork to be retained by all process owners and verified by the supervision team. To have all data entry done and filed was cumbersome.

The platform has improved our data entry and storage. Data is recorded real time, all data is on one platform with a checklist to remind the process owner on the checks to be done, when they should be done and the limits for acceptability

This has made my work a lot easier as I can monitor data entry real time, verification is easier and from the dashboard you get to know at a glance what areas are lagging or doing well. Corrective action are also done real-time on the platform. Audits are easier to conduct as evidence for process management is readily availed.

Our staff has found the Soop platform convenient to use and the capability to load photos makes data entry faster and easy to retrieve when need arises.

Overall, the Food Hygiene Management Platform has made food safety management efficient.”



The Soop Food Hygiene Management Platform

Soop is a simple and effective digital food hygiene management system which has been designed to help you easily migrate away from your current paper-based system. Its dashboard gives managers access to real-time data and helps them make informed decisions. The system is customized to each business's needs and does not require purchasing hardware.

The user can create all the food hygiene checklists and create custom checklists needed by their operation. The user can record meetings and trainings, and audit suppliers and their own operations. External auditors can access the reports-section remotely through the system. All the data is stored in the cloud, and managers receive daily reports through email.



Implementation Partner

Mureen Miso

Head of Software Solutions
Total Solutions Ltd

“ The team at Artcaffé was looking for a change in how they could better manage their Food Hygiene processes and immediately began leveraging on the value that the Soop Platform offered. We, as Total Solutions were able to use our industry and technical expertise to ensure that during implementation, all processes were well captured to ensure full digitization of the same.

Implementing the Food Hygiene Application has allowed Artcaffé to focus on their key business function while at the same time benefiting from the digital document management through increased productivity and translating these into major cost savings. In particular, it eliminated the need for bulky printing and storage, and replacing it with an eco-friendly solution.”



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Thanks.