

**Press Information April 09**

**MAESTROWAVE**

®

## Introducing iWave your 24/7 foodservice partner

Imagine being able to have a full, quality meal when you have a stay in hospital?

Imagine, as the operator, not having to have catering skills, having automatic replenishment of stock, and being able to produce a quality food offering without waste. This is now possible with the latest innovative foodservice solution from Maestrowave.

iWave<sup>®</sup> from Maestrowave is the intelligent solution for every foodservice situation where speed, quality, consistency, accountability and safe cooking are required.



The system will meet any foodservice volume demands from the smallest of operators to the largest of chain outlets.



- A fully automated foodservice solution suitable for fresh, frozen and ambient foods.
- Ability to operate 24/7, 365 days a year.
- 100% error proof with consistent and safe cooking time after time.
- Menus can be created to meet any dietary or nutritional values.

- A table top system which operates off a standard 13amp plug supply.
- Very economical to run with an eco friendly carbon footprint providing a saving of up to 70% over conventional foodservice methods.
- Features and bespoke services include automated stock control, cost, profit and carbon footprint e-monitoring to ensure you have full control of your foodservice operation at all times.
- The system can be built up and programmed as required then added to at any time to cater for all foodservice demands. The system can also be converted for mobile operation.
- The iWave<sup>®</sup> mobile system trolley is an example of how flexible and versatile this system can be.



## Simple to operate:-

By replacing manual controls with a 'fool-proof' barcode scanner and unique encrypted barcodes, any chance of operator error has been removed, ensuring every meal is delivered at its best, as easy as ABC.

### A-Scan

The operator makes their food selection, then, whilst holding the food item in a level position, presents the barcode label to the scanner window. Audible and visual alerts confirm the code has been read.



### B-Place

Following directions from the LED display, the operator places the food item into the iWave<sup>®</sup>.

### C-Press

As directed by the LED display, the operator presses the large start button. A countdown display indicates the time remaining. On completion, an alarm is sounded and the food item is cooked to perfection.



## Food partners

Whatever the foodservice situation, iWave<sup>®</sup> delivers consistently, time after time. Working with the customers preferred food supplier or utilising our food supply partners, we ensure the iWave<sup>®</sup> system is fully tailored to the clients needs. We are able to provide a full consultancy and evaluation service from our state of the art development kitchen.



No more guess work iWave<sup>®</sup> **e-reporting** automatically monitors every aspect of the foodservice operation 24/7.

iWave<sup>®</sup> **software and e-reporting bolt ons include:**

Every time one of the unique iWave<sup>®</sup> barcodes is scanned, the identity of the food or user is recognised and logged by the iWave<sup>®</sup>. This information is sent to the iWave<sup>®</sup> server via a wired, GPRS or wireless connection. Alternatively information can be stored on the iWave<sup>®</sup> and downloaded directly to a laptop or PDA with an infra-red or Bluetooth connection.

### **Safety first with iWave<sup>®</sup> access control**

Only permitted or trained personnel can operate your iWave<sup>®</sup> system with the unique iWave<sup>®</sup> access control software, ideal for public locations.

### **e-cost centre**

Take control and reduce operating costs with the iWave<sup>®</sup> e-cost centre software. Receive automatic reports analysing the cost of every meal, energy consumption and even hourly labour costs!

### **e-profit centre**

Watch profits grow with the iWave<sup>®</sup> e-profit centre software. Receive regular reports detailing the profit for each meal cooked in the iWave<sup>®</sup> system.

### **e-ordering**

No more manual orders or overstocking with the iWave<sup>®</sup> e-ordering software. The iWave<sup>®</sup> will automatically generate replenishment orders for food cooked that session, day or week. Choose to have this sent directly to a nominated food supplier or input automatically into the clients existing Purchase Order software system for approval.

### **e-waste monitor**

Prevent food wastage and ensure stock rotation with the iWave<sup>®</sup> e-waste software. The iWave<sup>®</sup> will automatically generate reports for food that reaches its use by date before disposal. Consolidated information will be available by food type and monitored by individual user, iWave<sup>®</sup>, workstation or site.

### **e-food theft monitor**

Regular stock checks can be carried out with the iWave<sup>®</sup> e-food theft software and hand-held barcode scanners. All data is automatically fed into the central iWave<sup>®</sup> database to highlight any unreported losses.

### e-nutritional monitor

For the health sector, help speed up patient recovery by monitoring the daily nutritional intake by individual patient with the iWave<sup>®</sup> e-nutritional software. The iWave<sup>®</sup> will automatically generate detailed nutritional reports broken down by individual meal for each patient.

### e-carbon footprint monitor

Reduce and hit carbon footprint targets with the iWave<sup>®</sup> e-carbon footprint software. The iWave<sup>®</sup> will automatically generate reports to show daily carbon footprint reduction and monitor target progress.

### e-maintenance

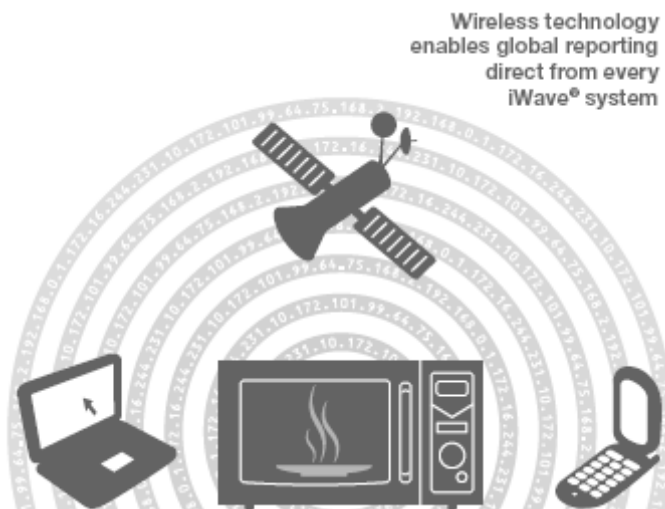
iWave<sup>®</sup> will remind the client when it is time for its annual service, maintenance or PAT test with the iWave<sup>®</sup> e-maintenance software. They are able to choose to have this request sent directly to their iWave<sup>®</sup> service centre or to their Maintenance Manager.

### e-summary

iWave<sup>®</sup> e-reporting will automatically monitor every aspect of the foodservice operation. iWave<sup>®</sup> e-reporting software will effectively monitor and manage an individual iWave<sup>®</sup> system, workstation or can be linked to multiple iWave<sup>®</sup> sites throughout the world.

### e-bespoke services

- Barcoding charging systems - ideal for vending, forecourt, school and staff canteen areas.
- Mobile Barcoding and Data Capture Solutions
- Barcode Tracking Solutions
- Bespoke Projects



# Case Study- Hammersmith and Charing Cross Hospitals

The challenge was to bring a quality room service offering to the ward and bed level within the Trust, provide patient nutritional information, reduce time spent on ordering and provide food in a timelier manner. The traditional ward cart system would not be able to cope with such a challenge.

A partnership of three companies was put in place. R H Hall to develop the hardware, ISS to provide the onsite facility and Anglia Crown to provide the food offering. This proved to be an excellent partnership. After two years of extensive R&D, the system and food offering was ready to trial.

Trials first took place some 18 months ago at the St Mary's Hospital in the maternity and labour wings, lasting two months. Prior to the new iWave<sup>®</sup> systems being installed the patient satisfaction levels with the food were around 90%. This increased over the trial to some 98%. A very successful trial!

The first sites to purchase the iWave<sup>®</sup> system were the Hammersmith and Charing Cross hospitals.

The iWave<sup>®</sup> installation took place on the 30<sup>th</sup> May 2008. Over 60 iWave<sup>®</sup> systems were installed and rolled out over the two hospitals in just 24 hours. This all took place on the Friday between 3pm and 10pm. The previous food trolley regeneration machines were taken out, the iWave<sup>®</sup> systems installed and staff trained on the use. By the Saturday morning, the iWave<sup>®</sup> systems were in full use, providing patients with a quality room/ward level of fresh, hot food that could be served 24 hours a day, seven days a week.

Food offering satisfaction levels are currently operating at 96%.

Between the two hospitals, they are now serving up to 1200 patients a day. The unique encoded barcodes allow each food item and or patient to be identified. Each time an item is

cooked it is recorded. Replenishment orders are now simple, dietary, nutritional values can be monitored, and full management reports are available, including HACCP. Being very economical to run (standard 13amp plug supply) and an eco friendly footprint make these iWave<sup>®</sup> systems a must in any food service operation.

## Comments

Andy Jones, Service Development Director of ISS Mediclean, comments,

"The iWave<sup>®</sup> system gives Patient catering another dimension and meets the nutritional needs required which is so important. To develop any new offer it is essential that we do not fall into the old trap of developing a product then looking for the solution to delivery at ward end. ISS always take the stance to involve its partners in the early stages so we all know the outcomes and these can be defined. R H HALL were able to use there expertise, being the market leader in the microwave sector to ensure we had a product which delivered constant results and was reliable which in a 24 hour 365 day operation is not only key, its essential. Then we looked at how we could add more into the system, which is how iWave<sup>®</sup> was developed. It reduces the risk of error. It has long term benefits of reducing waste by having the ability to create orders, but the key is linking to the MUST tool to monitor nutritional intake of a patient thus becoming a tool in the patients recovery plan."

Andy also comments:-

"Working together and developing a true partnership allows us to be open and ensure our concept is a true leading edge, but never standing still. RHHall share the same ethos as ISS – ***"Nothing is impossible"***"

Comments from the hospitals

### Patients

*"Impressed by the healthy selection & great to see lots of vegetables offered, very balanced meals"*

*"Food is brilliant, amazing for a hospital- nice and healthy"*

*"Very flexible, now I actually get food if visiting lobby (baby in special care) upstairs instead of missing out – very important!"*

### Staff Feedback

*"These new iwave systems are much better- before we had to serve the meal when ready whether the patient was at their bed or not, when the food got cold all we could offer was a sandwich."*

Ward Hostess

*"The patients said the food was beautiful – I knew hospital food is normally bad – but I don't want it to go back" (to the normal food regeneration service)*

Midwife

*"The kitchen has never smelt so good as it has in the last couple of days"*

Midwife

*"You can really smell the nice vegetables"*

Visiting trust member

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