

# Socamel takes meal distribution into a new era

With the launch of its new data platform SoConnect, Socamel is driving change in meal distribution management, and offering its clients a 360° overview of their fleet of appliances. A ground-breaking technological evolution at the service of its customers.

Precursors on the market since the launch of iServ Vision, their traceability software, back in 2006, Socamel is today refreshing its range with the launch of SoConnect, an outsourced platform which removes the need for any manual interventions and allows data to be centralised. Whilst iServ Vision essentially allowed the user to monitor the temperatures and alarms on meal distribution trolleys, SoConnect will now go much further. “Over fourteen years, the context has evolved as regards a number of different criteria,” explains Pascal Oville, Product Manager and Head of Marketing at Socamel. “Our customers are looking above all for guaranteed services, with meals always delivered on time and at a controlled temperature. Asset management, with oversight of TCO (Total Cost of Ownership), management of appliances to prolong their life to the maximum and planned replacements are now also essential in the times of CSR”.

## An outsourced solution for greater flexibility

Given also that IT services within the

manufacturer's partner hospitals are decreasingly available and are subject to constant security pressures, Socamel has opted for a Cloud-based system which is more flexible and which does not undermine the security of internal IT systems. “It seemed obvious to us that we should make use of the Cloud because this enables the sharing of data and means we can offer services which respond to our customers' needs. The trigger for the launch of this project was the most recent update of our internal maintenance operations management software. This platform, operational for more than 10 years, proved the ideal entry point. Now open to our customers who are given specific access, this platform offers them a reliable tool which furnishes them with information history,” explains the Product Manager. Since its creation, Socamel has always supported its customers in making choices adapted to their needs, by offering complete solutions which cover appliances, but also audits and training,

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### Operation

The SoConnect software platform is designed to ensure the user can take charge quickly and effectively. It includes an AI (Artificial Intelligence) module to perform essential checks in place of the operator. Everything is based on alarm sensors in the form of meters, which regularly report on the status of the fleet.



### Regulation

Unlike manual temperature reading using an insertion probe, SoConnect provides constant temperature recording for all compartments, allowing for cold holding or plate warming. This is not achieved through sampling but rather ongoing monitoring of all meals impartially. Once the parameters have been set, 100% of meal deliveries are monitored, and if an anomaly occurs it will instantly be flagged via SMS or email. The use of insertion probes is of course still available.



### Performance

Hot and cold side performance of appliances is managed for all delivered meals. Thus, a guaranteed level of performance is assured to ensure that appliances are not allowed to gradually degrade over time, an issue which was far too often linked to maintenance and wear-and-tear issues, but also to usage problems. SoConnect therefore also serves as a management tool.



### CMMS (Computerised Maintenance Management System)

Just like Socamel, customers' technical services have access to information about all maintenance operations on their appliances. Monitoring maintenance costs is simplified and overseen by automatic controls, which identify any faulty appliances with an alarm. SoConnect is a veritable Computerised Maintenance Management System tool which has been rolled out to ensure full transparency and overall support.



### Assets

Indicators help anticipate the replacement of appliances, as well as fostering decision-making on upgrade campaigns and the launch of maintenance operations with full control of budgets and TCO (Total Cost of Ownership).



### Security

On a functional level, Socamel offers a 99% guaranteed service level with software outsourced to the cloud. Maintenance and administration are managed by the manufacturer, who is involved in a responsible security approach with outsourced risk assessment and a policy which ensures oversight and updates with the latest security patches.

or even finance solutions. The sustainability and reparability of appliances are also at the heart of the French manufacturer's CSR policy, and SoConnect has been developed to include this dimension. Thanks to data-sharing, it is possible to monitor the ageing of a fleet of appliances, to fully benefit from the expertise of the Socamel technical teams, and thus move from an obligation of means to an obligation of results. Furthermore, the manufacturer now has a Longtime label on its

products which certifies their product lifespan, and their capacity for easy repair over the ten years following their launch. An approach which fosters improved waste and resource management. With the onset of the IOT (Internet Of Things), facilitated by the maturity of long-range radio, more than 50 billion objects will be connected to the internet by the end of 2022. Socamel created SoConnect with a view to ensuring compliance with this technological evolu-

tion. By providing a genuine service, and removing any material usage restrictions, SoConnect ensures that managers are free from any kind of limitations, whilst guaranteeing tangible daily results. In future, they will be able to focus on their respective roles, without wasting further time on managing their fleet of appliances, and will finally be able to optimise meal distribution!

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