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RFID Events Services. A Case Study

Crew Catering Management System

Event:- Virtualisation and cloud computing conference, the largest virtualization-specific event.

Client:- **THE BUREAU** – the UK's most innovative hospitality and events staffing and services provider.

Venue: Fira de Barcelona.

Comments from David Steele, Director at **THE BUREAU**

"Everything worked just perfectly and I have no hesitation in introducing it to as many clients as possible"

Everyone who saw the system in action was "blown away"

The Challenge

More than two thousand riggers, accredited staff and contractors require lunch and dinner for the ten days of the build, management and breakdown of the event. In the past 30,000 plus vouchers had to be sorted and inserted into hundreds of envelopes and handed out.

This process took up management time and resources exactly when the greatest workload was exerted - in the weeks leading up to the event and during the initial stages of build and when the event opens.



The voucher system did not provide any auditable records for staff attendance during the meals which lead to over or under catering. Also, during the debrief period from previous events, management had little reporting information to go on for planning the next year's requirements.



The Solution

With less than two weeks before the start of the event in Barcelona, **THE BUREAU** contacted Wrist Marketing and asked them to visit their client's office in London. After the initial meeting a demonstration meeting was planned for the following week where Kevin Bryan from Global Barcode explained and demonstrated the solution.

The Catering Management System operates by assigning an RFID Wristband or Card to each of the staff and contractors who require catering allocation. At the entrance of the catering hall Management Staff scan each wristband to ascertain whether or not they are authorized for a meal.

The scanning device queries the central database over a local wireless network (supplied as part of the system) which returns the relevant permissions. This takes less than a second.

The process of assigning meals to each individual was simple and quick. The member of staff would proceed to the registration desk and identify themselves. Management would perform a search and bring up the individual's records. An RFID Wristband is selected from stock and passed over a scanning sled.



The sled reads the unique number of the RFID tag and writes it to the individual's records. The RFID Wristband is then handed to the staff member.

The Catering Management System is live so that any changes to permissions or meal allocations are updated the next time the RFID Wristband is scanned.

The Catering Management System database was populated from the client's Project Management System prior to the event. This enables the catering system to be entirely stand-alone and transportable in a single pelican box the size of a medium-sized suitcase.

Once the system was demonstrated at the client's office some final changes were made to the database and was then ready to be shipped - all completed in less than two weeks.



The Result

As part of the service a member of the support team from Global Barcode travelled to Barcelona to assist with the set up and initial management of the Catering Management System. After two days the Global Barcode staff member returned to the UK and **THE BUREAU** staff ran and managed the system for the remaining ten days of the event.

Each of the event staff who had been allocated catering were issued a personalised RFID Wristband. When a wristband was scanned at the catering hall the permissions were wirelessly checked on the central database and the results displayed on the scanner. The process was quick and enabled management staff to process individuals much more quickly.

On occasions, outside local contractors would send different staff on different days but the The Catering Management System could be used to enter the new staff members and assign them a wristband quickly and simply:- company name and new staff name keyed in, RFID Wristband passed over the scanning sled and the wristband handed over.

Staff that needed to stay on site longer or staff leaving early had their records on the database amended so that an accurate record was maintained for post event analysis and debriefs. This also enabled accounting to be audited when contractors submitted invoices to the client for payment.

Overall the The Catering Management System made savings on the time and resources required to manage the catering requirements for 2,000 plus staff. In addition the data accumulated provided valuable information for planning subsequent events, not only for catering management but the same system can be used for access control, cashless, registration, table and bar waiting services.

The solution saved time and resources, introduced efficiencies and substantially improved security as each individual was accounted for and monitored whilst on site.

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