

Service Definition

Cypad



Service definition: Cypad

Service description for all Cypad modules

Cypad offers a suite of modules, which can be used in isolation, or combined to offer a comprehensive all-in-one solution for all catering and kitchen management requirements.

Cypad Kitchen Manager

ParentPay Group offers a cloud-hosted, tablet-based Kitchen Management solution which can be centrally managed by the caterer/local authority/MAT. The system provides an all-in-one catering management system, that allows users to digitalise their catering administration processes.

The consolidated reporting system uses data collected from both the Cypad Kitchen Manager and Cypad Meal Selection system which allows caterers to view consolidated data, enabling real time analysis on service level indicators such as meals per hour, food cost percentage, staff costs or any metric from over 200 KPI's.

Tablets can be supplied as part of a managed service, as we supply the pre-configured tablet and a mobile data SIM to ensure connectivity.

Form Management

The form management system allows caterers to share forms with kitchens to be completed using their tablet device. The system allows an unlimited number of forms to be created, using the in-built form designer. There are various types of forms for completion:

Standard: A basic form which lets you add a variety of question types

Fridge temp: Allows fridge temperatures to be recorded with a time and date stamp

Auto-summarise: Enables the user to sign-off multiple forms at the same time; the exported form automatically adds figures

Grid: Enables users to create daily/weekly food checks or shift work data

Event: Enables users to add and edit a wide range of event types, including hospitality and non-school meal income

Transport: Enables production and dining centres to record and sign off food supplies and deliveries on a single form

The central desktop reporting facility allows administrators to view completed forms, which are stored securely. A series of reports allow administrators to monitor if, and when, sites have completed forms providing real time data into the catering service.

Data collection forms allow kitchens to input the number of meals sold to report on service uptake. This can be automated when using Cypad Meal Selection.

Staff Management

Staff attendance and timesheets can be managed using a tablet device. Attendance can be logged either by digital clock in/out, or by completing daily or weekly timesheets. Timesheets can be accessed in the desktop reporting facility.

Digital Clock in/out

Using the supplied tablet device, staff can clock in and out. Staff clock in by tapping on their name, providing data on when they enter and leave the premises.

- Records the time members of staff enter and leave the building, calculates hours worked and enters automatically into time sheet

Digital Timesheet Management

Timesheets can be completed in the kitchen, allowing staff to enter hours worked. The system will capture overtime and absence.

- Overtime approvals can be managed in the desktop reporting facility
- A full reporting suite is available to collect information on hours worked by person and per site
- Kitchen staff hourly rate of pay can be recorded and used alongside timesheet data to provide staff cost analysis across entire contracts, areas or site level.

Overtime and staff absence can be managed centrally, giving managers the opportunity to approve/reject overtime before sending the data to payroll.

Absenteeism and punctuality can be monitored centrally, giving managers with access to real-time staffing data.

Stock and Supplier Management

Digital stock ordering is carried out using the tablet, integrating with the caterers food service suppliers. The Cypad **Intelligent Stock Control** module offers additional features, offering integrations with the meal ordering platform to offer intelligent stock control in kitchens.

Stocktakes are collected electronically allowing regular efficient stocktaking exercises to be undertaken. Data is saved centrally, giving administrators up-to-date stock information.

Electronic Stock Ordering allows integration with any supplier

- Order approval limits can be implemented, preventing any potential overspend

Case Management

The Cypad Cases module records all those reported RIDDOR related forms across your estate, split into Areas, Types, Contracts and Groups giving caterers the ability to export and analyse these reports centrally or by site/person.

Central Reporting

The reporting suite gives caterers access to over 250 data points which can be used to populate a range of pre-defined reports designed to monitor the service, to inform and identify improvements of service productivity.

- Reports can be produced for daily, weekly, or user defined reporting periods
- Trading summaries can be produced showing data over a defined trading period
- Reports can be exported, either as a .CSV file, or by emailing reports to subscribed users

In addition to the predefined reporting users can design their own reports using the in-built report builder.

Cypad Meal Selection

Cypad Meal Selection is a cloud-hosted, tablet-based Meal Management and booking solution which can be centrally managed by the caterer. This solution can be delivered using our managed tablet device service, offering users a complete managed service.

A full suite of reports is available in the back-office solution that supply the Catering Service with a full breakdown of service level KPI's. Data is reported in real time, and can be exported as a .csv file, or emailed to specific users. A report builder allows users to create additional bespoke reports combining data from the Cypad Kitchen Manager and Cypad Meal Selection modules to monitor service level KPI's such as meals per hour, staff costs, and meal uptake.

Meal Management

Parents/guardians and school staff can book meals online via their ParentPay or Schoolcomms account, or pupils & school staff pre-order in the classroom on a whiteboard/tablet/laptop, or meals can be recorded at the counter during service using a managed tablet.

Meals can be selected by any of the methods listed below:

- Ordered in advance by parents/guardians
- Ordered in advance by school administrators on behalf of parents
- Ordered in advance by classroom staff
- Confirmed at point of service using managed tablet
- Recorded post service by school/catering administrators

Parent pre-ordering

Parents will be able to preselect meals, using ParentPay or Schoolcomms.

- Meals can be booked up to ten weeks in advance
- Cut off times can be applied, on a contract-wide or school by school basis
- Parents are unable to book school meals following the parent cut off time
- Chargeable meals must be paid for within 2 hours of booking

Tablet fulfilment

Tablets are available to use at service to confirm a pupil or member of staff is served their pre-selected meal. The same process also allows a last-minute selection at the counter with the same allergen and dietary information in place.

The tablet will:

- Provide meal selection data to kitchen staff
- Show class lists, and pre-selected pupil meals
- Highlight children with food allergies, and display dietary information to tablet users
- Confirm meals that have been served to debit ParentPay or Schoolcomms dinner accounts

Reporting

The system will provide robust reports to the caterer, showing the requested numbers for each dish on the menu, so that the kitchen has accurate production numbers for each day's service.

Menu Management

The system allows menus to be centrally managed by catering staff. Menus are created from a set of shared menu items. Menu items can contain data on allergens, nutrition, dietary information.

- Menu items can be imported via a .csv file
- Weekly menu cycles can be created and placed in the calendar to manage menu rotation
- Special menus can be created and allocated to certain pupils
- Theme day menus can be created and placed in the calendar to overwrite the default menu on specific days

Allergy and Dietary Management

The module provides allergy and dietary management to assist safeguarding practices and procedures. Specific menus can be applied to individuals, or groups of children who require an alternative to the school applied menu. Alterations can be made to the menu, centrally or applied as a theme day.

Menu items can be marked as containing any of the following allergens, celery, cereals containing gluten, crustaceans, eggs, fish, lupin, milk, molluscs mustard, peanuts, sesame, soya, sulphites, and tree nuts.

Menu items can be recorded, for example:

- suitable for halal, no beef, no pork, pescatarian, vegan, vegetarian, and other diet types. Nutritional information can also be recorded.
- A full list of ingredients, including allergens marked in bold can be shared with parents through Meal Selection.

Student allergy information can be collected through either a parent submitting an online form using either ParentPay or Schoolcomms. The form can then be reviewed by the school or local authority catering team. The submission of supporting documentation can be mandated if required. Alternatively, student allergy information can be manually entered using the pupil administration system.

Cypad Nutritional Analysis

ParentPay Group offers a cloud-hosted, nutritional analysis solution which can be centrally managed by the caterer/local authority. The system provides a recipe management system, that allows users to digitalise their catering administration systems.

The consolidated reporting system uses data provided by suppliers through the integration with Cypad Kitchen Manager, or via a separate file import. The solution provides caterers to create recipes linked to stock items, allowing recipes to be costed and nutritionally analysed in real time.

Nutritional data can be shared with parents through the Cypad Meal Selection system, or as a .pdf file. Sites using Cypad Kitchen Manager are able to use the recipes module which will automatically calculate stock weigh outs based on the recipe information and provide a digital recipe card.

Recipe Management

The recipe management system allows caterers to create recipes by searching available stock items and dragging and dropping the items into a recipe.

The user can specify the Quantity and define the Unit Of Measure to be used in the recipe as well as specify the number of Portions the recipe will produce which will instantly provide the user with several key metrics.

The **Cost (£)** and the **Cost per Portion** of each Stock Item used in the recipe will automatically update when the quantity, unit of measurement and portions are populated.

A photo and cooking method can be added.

Nutritional Data

Nutritional information is imported for the following micro/macro nutrients:

Energy (kcal/100g), Fat (g/100g), Saturated Fat (g/100g), Salt (g/100g), Total Sugar (g/100g), Free Sugar (g/100g), Carbohydrate (g/100g), Protein (g/100g), NSP Fibre (g/100g), AOAC Fibre (g/100g), Iron (mg/100g), Zinc (mg/100g), Calcium (mg/100g), Vitamin A (µg/100g), Vitamin C (mg/100g), Folate (µg/100g), Sodium (mg/100g), Potassium (mg/100g), Magnesium (mg/100g), Riboflavin (mg/100g) Vitamin D (µg/100g)

If the nutritional details for a Stock Item are missing, Nutritional values can manually be entered for the Stock Item in the Kitchen Manager module, or they can be added from the Recipes module by searching for a matching item in the McCance and Widdowson dataset (a dataset maintained by [Public Health England](#)). This allows users to use different nutritional values for various cooking methods.

Costing

The Costing report calculates an estimate of the daily cost per head and weekly cost per head of the Menu Items assigned to a weekly Menu.

Users can enter a population size, and quantities against menu items to generate a daily and weekly cost per head.

Nutrition Guidelines

The nutritional analysis module can create menu labelling based on nutritional values, commonly referred to as traffic light labelling.

User defined high amount (per 100g) and low amount (per 100g) can be applied to the macro and micro nutrients listed above.

The traffic light reporting is displayed onscreen or can be exported as a .pdf file.

Cypad Monitor

Cypad Monitor is a well-established and flexible system that enables you to determine the quality of the service you provide or have a requirement to audit. It improves the efficiency, reliability, and cost effectiveness of your inspection process. It ensures managers can collect information easily and have ready access to inspection results; with the ability to both evaluate and analyse results instantly and provide reports for internal and customer use. The Monitor facility is available on both Desktop and Tablet platforms making it the ideal tool for mobile workers and health and safety professionals.

In addition to collecting different types of data, tablets can be used to collect photos and signatures during the auditing process. The screen layouts are kept simple so you can enter data easily while carrying out an inspection.

Results are sent wirelessly back to the database and are available for emailing or printing immediately. The communication with the tablet is two-way, so information can be both collected from it and sent out to it. This makes them the key element in a more general mobile working strategy helping ensure managers' time is used efficiently.

Inspections can be modified and printed from any web-connected PC or laptop. A variety of standard reports are available and can be exported to Excel for further analysis. The reports help evaluate and gain insight into the data collected, uncovering trends and issues that need attention. Comparisons can be made between areas and different types of sites. The inspection process is also managed from here; you can check that your inspection schedule is followed and add sites, contacts and users, or update question sets to meet new standards.

ParentPay Group IT operations

- ParentPay Group operations and infrastructure is fully resilient and prepared to handle a comprehensive set of serious failures. These are exercised regularly through various mechanisms
- All critical systems are replicated between data centres and backups are encrypted and replicated to cloud storage in our UK Data Centres
- Our RTO for all unscheduled service outages is 4 hours and RPO is near real-time
- Office locations have redundant internet connectivity to ensure continued service for telephony and SaaS systems used for the delivery of the service
- Telephone and Support systems are cloud based and are resilient to failure, with Disaster Recovery capability
- ParentPay Group operates a secondary datacentre for use in a disaster scenario

- All staff within ParentPay Group are able to work from any location, with all systems enabled for remote access. This ensures that all functions of the company can operate without the risk of a physical location being lost

Onboarding support

- We have 15 years of experience, rolling out multi-site projects across the UK
- Our Project team work to Prince2 methodologies
- Schools are supported by our Onboarding team, who will manage their site configuration and training programme
- We offer training for the MAT/caterer/local authority, to ensure they understand how to support their schools and use the central administration tools and processes

Offboarding support

Schools wishing to end their ParentPay Group contract should contact our Support Desk. We will then agree a suitable end date for the school. Our support team will then guide the school through the close down process.

Service constraints

Cypad Kitchen Manager and Meal Selection provides a tablet app for kitchen users. This application is available only for devices running the Android operating system.

In order to facilitate parent pre-orders, schools will require a ParentPay Group online payments solution (ParentPay or Schoolcomms).

Customisation

Cypad Kitchen Manager allows users to customise the forms that are in use across the service. Users can create and edit forms, using the in-built form designer. Customer branding can be applied to all documentation. The system allows for two .jpeg files to be uploaded, saving a large and small logo.

Cypad Meal Selection provides customisation allowing school catering teams to display menus and apply branding by adding images of menu items, banners and links to websites.

Custom menus can be applied to allow local authority catering teams to offer a full range of options to pupil with food allergies, the system provides the option to assign a menu template to individual children. This is commonly used to assign students to either a service wide “free-from” menu, or bespoke menus created to cater for their bespoke needs.

Schools can choose from a set of backgrounds on using the classroom selection system, aimed at engaging children, and linking to curriculum topics. Caterers are able to add their own fun facts that are displayed to teachers and pupils at the point of ordering a meal.

Service availability

Service availability target is 99.5% for all applications and services. Service availability is provided as per service levels defined in the Customer Service Agreement. This is 24/7/365, with documented maintenance windows agreed with the customer. These maintenance windows take place outside of normal school hours.

System availability is monitored and reported on a monthly basis and can be reported to the customer as required.

Support

School and Parent Support: We provide omnichannel support for queries via our robust knowledge base of help articles. Any queries that can't be answered can be raised easily via email, telephone and online forms. Operational support hours are available Monday to Friday, 8.30am to 4:30pm and extended to 5pm for certain support teams, however email and online forms are available to be submitted 24/7/365 days a year.

We aim to resolve all standard priority requests within 6 hours, although in reality most telephone/chat enquiries are resolved during the initial contact.

Target response timetable:

Priority	Contact method	SLA Response time (business hours)	Resolution time (business hours)
1	Phone	30 seconds	75% within 60 minutes 90% within 120 minutes
	Portal/Email	Immediate escalation and Analyst response within 20 minutes	
2	Phone	30 seconds	75% within 120 minutes 90% within 6 Hours
	Portal/Email	Analyst response - 20 minutes	
3	Phone	30 seconds	50% within 2 hours 90% within 8 hours
	Portal/Email	Analyst response within 2 hours	
4	Phone	30 seconds	50% within 6 hours 90% within 8 hours
	Portal/Email	Analyst response within 6 hours	

After sales support

- All users will have access to our online knowledge base. This includes technical details of our systems, FAQs, details of version updates and a portal to submit and manage ticket requests
- We provide ongoing Account Managers for our caterer led projects. Our Account Managers manage the process of regular business review meetings, supported by a Strategic Business Plan. They will also collaborate with cross brand subject matter experts to cover the technical and commercial aspects of the products and services whilst taking proactive and tactical measures to ensure the successful delivery of the contracted services and ensuring customers maximise their return on investment

Technical requirements

The Cypad Kitchen Manager app runs on an android tablet, Cypad offer a managed tablet device. The technical specification of the tablet is:

Processor	Octa-Core
Memory	2GB
CPU Speed	1.8 Ghz
Resolution	1920 x 1200 (WUXGA)

Maintenance management

ParentPay Group communicates any downtime due to planned system maintenance with all users, well in advance of the maintenance window. These are scheduled to take place late at night, to avoid disruption to users. Any software releases are carried outside of school opening hours and again, are communicated in advance to appropriate users.

System monitoring

Systems are monitored 24/7/365, dependant on the severity of an incident and user type, customers are informed via email or in app notification.

Hosting locations

Our platforms are hosted solely within the UK. A number of sub-processors process data from within the EEA. All such transfers are fully safeguarded as required by the EU GDPR and UK Data Protection Law.

All data centre locations are managed by dedicated specialist third party data centre operators. All data centre locations are certified by specialist third parties, independent to the datacentre provider. All locations are subject to PCI-DSS and ISO 27001 Standards.

Access to data (upon exit)

Our Support team will advise schools on how and when to access and download relevant data, as part of the closedown process. Data can be exported in Excel or .csv format.

Security

- ParentPay Group has a dedicated team of qualified security experts
- ParentPay Group is fully ISO27001 Certified
- ParentPay Group is also Cyber Essentials Plus certified, at time of writing, we are one of just a few (if not the only) CE+ certified supplier across UK EdTech
- ParentPay Group undertakes a comprehensive suite of penetration tests (approx. 80 tests per year); each product is tested at least once per year
- We operate industry leading network and host-based intrusion detection systems and best in class endpoint security technologies – including 24x7x365 Managed Detection and Response (MDR) with unlimited incident response support from highly regarded global cyber security specialists