

Service Definition

BlueRunner



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Service description

BlueRunner offers a range of products to focus on driving efficiencies across catering services. Our cashless solution includes POS, meal pre-ordering and a robust back-office solution for central administration and reporting.

Cashless POS (Point of Service)

BlueRunner offers a cloud-hosted cashless POS system which enables students/users to utilise a main school meal balance added by integrating with online payments service such as ParentPay. Once a balance is associated to a student/user account this can be used at the point of service by scanning biometric data (fingerprints), RFID cards, pin codes, QR codes, or by using the name look-up function. Each school can use a variety of different look-up methods to be used across students/users, this helps to ensure all students/users have an appropriate look up method available.

Based on the student/user look-up method chosen, the tablet POS system then recognises the students' details showing their account information (image, name, year class) and balance. This balance can then be used to pay for items selected by the operator on the POS point choosing from a wide range of configurable items.

Key features of the BlueRunner cashless POS system include:

Service Types: Process service for multiple service types i.e. Lunch, Break, Breakfast, Tuck Shop, After School Club, in an intuitive UI that helps deliver a more efficient service

Biometrics: Integrate with biometric solutions or schools internal card ID systems for student recognition. i.e., fingerprint.

Offline Capability: Run services without the reliance for network connectivity, downloading services and menu data onto the tablets, so in the event of network issues, transactions are stored locally on the device, resubmitting these transactions once network is restored.

Portable: The BlueRunner solution can operate on an Android tablet removing the need for any expensive and bulky hardware whilst offering mobility for the service.

Allergy Management: Set medical diets and dietary preferences against all student profiles to flag at the POS, whilst highlighting allergy icons against products on the POS tablet to help operators safeguard against allergies. Set custom menus to limit products shown for certain students/staff, removing or greying out products that are unavailable due to allergens.

Flexibility of hardware: BlueRunner recommends that a 12.4-inch tablet display is used for the POS devices, which can be provided as part of the contract provided as a managed service by the PPG support team, using appropriate remote access software and mdm software to manage updates to the operating software and POS app versions.

Flexible menu configuration: The BlueRunner cashless POS system can offer different customer types which can be configured to show different menus/prices/ VAT rates based on which group (Staff/Students) has scanned their details at the till.

Meal pre-ordering

BlueRunner provides a cloud-based meal ordering platform which allows cashless payment for school meals, offering a mobile app or mobile-optimised meal ordering platform that allows parents/carers to order and pay for meals simply and easily.

From a user perspective, the system allows for easy and secure meal ordering, offering the below key features to the end user:

- Simple online registration
- Access from desktop, smart phone or tablet
- Ability to book for multiple students with a single account
- Order as you go, or in blocks
- View full menu descriptions and images
- Safeguard against allergens, by requesting special dietary requirements
- Amend/cancel orders ahead of order cut-off
- Cashless payments through topped up balance or integrated with existing parental payment system

All ordering functionality is available as part of a native mobile app on both Android and iOS, as an optional module for schools, if required. This platform will be centrally branded based on the customer's requirement.

The user journey is built to allow easy access for the end user, offering a visual representation of what their food will look like and any relevant nutritional information available.

Additional operator functionality includes a whiteboard ordering module to allow teachers to order in the classroom, to ensure accurate meal numbers are recorded.

A tablet-based catering module is also available to give the kitchen team access to meal numbers, production lists and meal registers for successful fulfilment of any orders placed.

Hospitality booking

The BlueRunner Hospitality booking solution is a multi-purpose, online booking platform to drive internal and external hospitality sales from sites, control clients spend where required and reduce administration cost across contracts.

The Hospitality booking solution is well established in the education sector. It allows individual sites to access the Hospitality platform, showing only the appropriate menus and pricing based on the school associated as required for their set user role.

This solution can act as a centrally branded platform giving access to multiple sites or can be bespoke for individual site use. BlueRunner effectively showcases hospitality offering to staff, helping to manage over Hospitality processes.

Additional user features are as follows:

- Online registration and management of all hospitality booking requirements
- Visual representation of hospitality offers with full imagery, menu descriptions, nutritional information and pricing for full transparency
- Attendee allergen module allowing users to input specific requirements, safeguarding against allergies
- View booking history and re-book functionality
- Manage current and reoccurring bookings simply and easily
- Automated notification and booking order summary, including full cost breakdown
- Manage and control internal booking spend with cost centre assignment, spend limit function, individual/ team budgets and reporting ability
- Unlimited availability of accounts within a school or catering team, with bespoke permissions allocated to individual users

As part of the Hospitality platform, there is an extensive management module giving administrators full control to manage the system as a central user, or delegating admin tasks to individual sites to manage the system as required. Further administrative features are as follows:

- Add/remove/amend products/menus and items including product image and description
- Make changes to product offering through easy-to-use content management system including menu rotation and seasonal offers
- Set multiple pricing for internal and external delegates/bookings
- Fully customizable landing page to showcase important messages and hospitality offer
- Understand your customer base and build relationships through full CRM capability
- Daily, weekly and monthly dashboard for 'quick view' of all bookings
- Integrate the booking platform with network log-in (SSO) and password details, for easy creation of new users
- Back of house function sheets for all resources for effective booking operational fulfilment
- Drive increased spend from bookings with upsell and cross-sell feature
- Full integration of allergen and nutritional information on all menus and individual products
- Full reporting and analysis suite
- Manage users, authorization levels and spend limits through the back of house account management system
- Create and customise report templates for easy tracking, auditing and management
- Automated notifications, with a provisional PO, to required admin user when bookings are made, approved, modified, cancelled

Technical Specification:

- Parameter driven configuration to easily manage multiple kitchens, locations, menus, pricing and product descriptions
- Administrative access to create highly bespoke customised booking workflows for managing approvals (i.e. budget approval, resource booking approval etc.)
- Option for platform to be hosted in the cloud in BlueRunner Solutions tier 3 data centre, or can be hosted on local servers, if required
- All system amendments logged and audited for effective investigation into any historical booking queries
- Comprehensive reporting module for reconciliation as well as invoicing or client re-charging
- Bespoke development available to suit the requests from the schools and catering team at Impact Food Group, driving hospitality sales further
- Fully cloud-hosted solution utilising Microsoft Azure

The Hospitality booking solution includes extensive functionality to showcase Hospitality offerings, whilst giving complete visibility over the booking process across sites, keeping all stakeholders notified of any changes to bookings via appropriate email notifications. This ensures full transparency throughout the process for both end users and administrators.

The BlueRunner product roadmap is set by the product and delivery team in advance based on extensive product research and collated customer feedback.

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
- Telephony 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 without 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.

Whilst BlueRunner has a level of customisation of existing parameters within the system, development to the BlueRunner platform is determined by the BlueRunner product team.

BlueRunner has a number of established integrations with MIS providers and parental payment providers to ensure student data and cashless funds are easily accessible within the cashless POS platform and meal ordering platform. This ensures all data received from 3rd party platforms is kept up to date within the system.

BlueRunner has a number of API integrations readily available, however if additional integrations are required as part of any new contract these would be reviewed on a case-by-case basis, with the product delivery team.

Customisation

The BlueRunner system is built using a modular structure which allows configurable parameters to be set to allow for a level of customisation, to ensure the system meets the service requirements of the customer. These parameters allow customers to control spending rules, identification methods allowed, menus shown for users and much more.

As part of any customer facing platform, BlueRunner can offer customisation of the branding used across the platform. This gives customers the ability to tailor the BlueRunner system to meet the customer brand guidelines.

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	Critical - Entire system failure impacting all users	Phone	30 seconds	75% within 60 minutes	90% within 120 minutes
		Portal/ Email	Immediate escalation and Analyst response within 20 minutes		
2	High - Key system failure with no workaround, impacting some users or one part of the system	Phone	30 seconds	75% within 120 minutes	90% within 6 Hours
		Portal/ Email	Analyst response - 20 minutes		
3	Medium - An issue causing impact, but a workaround is available or only some users/records affected	Phone	30 seconds	50% within 2 hours	90% within 8 hours
		Portal/ Email	Analyst response within 2 hours		
4	Low - System usage assistance/guidance is required	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 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

Network

The BlueRunner cashless solution can operate in offline mode, however for data to synchronise to the cloud server network availability is required.

We ask the school/site to provide the results of a network speed test using the preferred method of connectivity at each outlet within the school e.g. if the method of connection is via Wi-Fi, then the speed test must be performed using a device connected to the Wi-Fi in each outlet at the time of service i.e. during lunch when the cashless system will be in use.

Network speed tests can be run through a web browser on any device (tablet, mobile, laptop etc.), e.g., <https://www.speedtest.net/>

For each outlet we will request the download and upload speed that is reported in the test. This test will allow us to identify any outlets within the estate that should require alternative methods of connection e.g. 5G connectivity as a back-up should the network speed not be sufficient.

If the cashless system is to operate on a Wi-Fi network, then we will require the connection details in advance of installation on school to ensure the team can test network connectivity on the chosen network at point of install.

If the solution is operating on a schools Wi-Fi network, then appropriate allowances will need to be made on the Firewall to enable firewall traffic. Appropriate URL's will be provided for whitelisting as part of the onboarding process.

MIS/Online payment integration and compatibility

The graph shown below details the data points available with MIS/payments integrations and compatibility with each of the integrations. Each field within the table is defined below:

	ParentPay	SIMS	BromCom	Arbor	ISAMs	SchoolComms	Wonde
Integration Type	Payment/MIS	MIS	Payment/MIS	MIS	MIS	Payment	MIS
Import Children	Yes	Yes	Yes	Yes	Yes	No	Yes
Import Dietary notes	Yes	Yes	No	Yes	No	No	Yes
Import images	No	Yes	No	Yes	Yes	No	Yes
Import FSM	Yes	Yes	Yes	Yes	No	No	Yes
Import initial balance	Yes	No	No	No	No	Yes	No
Import payments	Yes	No	Yes	No	No	Yes	No
Export transactions	Yes	No	Yes	No	No	Yes	No
Export balances	Yes	No	Yes	No	No	Yes	No
Export Menus	Yes	No	No	No	No	No	No
Send echo record on top up	Yes	No	No	No	No	Yes	No

- Integration Type – Determines if the integration is for Payments, MIS or a combination of both
- Import Children – Determines if standard student data is imported as part of the integration e.g. Name, Class, D.O.B etc.
- Import Dietary Notes – Determines if the integration returns the dietary notes for the students (some integrations are parameter driven and supports switching this off if necessary)
- Import Images – Determines if the integration stores the images of the student/staff member is made available through the integration
- Import FSM – Determines if the students FSM entitlement is returned by the integration
- Import Initial Balance – Determines if the opening balance of the student/staff member is returned on activating the integration
N.B. if this is not returned then the students opening balance must be uploaded through the back-office system
- Import Payments – Determines if payment made through the 3rd party system are retrieved and added to the balance of the student within BlueRunner
- Export Transactions – Determines if the transaction made through BlueRunner is returned to the 3rd party system to display to the parent
- Export Balances – Determines if the balance of the student is sent up to the 3rd party system
- Export Menus – Determines if the menu configured within a school is sent to the 3rd party for displaying product details in transaction detail
- Send Echo Record on Top-Up – Determines if an acknowledgement is sent on receipt of a top up to show in the 3rd party system

Browser compatibility

For browser applications the BlueRunner application supports most recent browsers, with specific version numbers for each details below:

BROWSER	SUPPORTED VERSIONS
Chrome	2 most recent versions
Firefox	latest and extended support release (ESR)
Edge	2 most recent major versions
Safari	2 most recent major versions
iOS	2 most recent major versions
Android	2 most recent major versions

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 PCI-DSS Level 1 Certified (the highest level of compliance available), we were the first UK school payments provider to achieve this level of certification
- 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