

TRICAT - a 100% Improvement!



The success of TRICAT, Fretwell-Downing Hospitality's catering system for the Armed Forces, continues with its rollout across the Defence Catering Group. Originally commissioned and implemented by the Royal Navy, the Army is now using TRICAT in various operational sites overseas.

The latest installation is at the Army School of Catering in St Omer Barracks, Aldershot. The school runs up to a dozen courses at any one time, each with around 10 students. They use a very diverse range of rations and suppliers, which means a big data input task for **Sgt Tony McCawley** - but he knows that the end results will justify the effort.

"The previous system for purchase planning was basically kept in the Senior Storeman's head. TRICAT will enable us to involve more people in the system and ensure continuity when key staff are absent. It's so easy to use that the technology won't be a barrier for those who are less experienced with computers - but it will help streamline our purchase planning and menu cycles."

Overseas, TRICAT has also proved a success, as **Major Ken Stickings, FHCIMA** reports. *"In Cyprus, the Catering Support Squadron (CSS) staffs were unanimous in their opinion that the installation of TRICAT is a 100% improvement on the previous system. Unit representatives supported this view, stating that the installation of TRICAT, along with the introduction of tele-sales operation established at the same time, had markedly raised levels of service from CSS. Command catering staff have assessed TRICAT in CSS and consider that it has improved the control of food supply and management stock levels within theatre."*

"The introduction of TRICAT has provided several benefits to Cyprus in particular, improvements in customer service and reduction of duplication which will reduce manpower requirements within the Provisioning Control and Accounting Office. Additionally, further improvements to TRICAT have been identified which will enhance the business process".



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For more information contact **Charles Mobbs** or **Andrew Markwell** at
Brincliffe House, 861 Ecclesall Road, Sheffield S11 7AE, England
t: +44 (0) 114 281 6060 f: +44 (0) 114 281 6061 e: info@fdhospitality.com

FDH Updates New Zealand Defence Force



FDH first implemented TRICAT within the NZDF during 1999 to all the Camps in the NZ Army. TRICAT the Defence Catering software (as it was initially used by the Royal Navy), when they sought a COTS (Commercial Off The Shelf) solution to their specialist needs for operational catering. Because of the success of that project NZDF choose FDH for their software partner.

This year **Andrew Markwell, Business Development Manager**, undertook a visit to New Zealand to carryout an upgrade installation of the new version of the **TRICAT** software, which includes head office functionality and e-procurement routines that NZDF required. This will allow NZDF to take control over the purchase routines at site level and to streamline the ordering process direct in their core supplier. This will dramatically reduce time by the admin office keying in invoices and allow them to concentrate on the core business, feeding the troops.

Lieutenant Colonel Peter Cunninghame, commenting on behalf of the Assistant Chief of General Staff (Logistics) said: *"The successful introduction of **TRICAT** into the New Zealand Army in such a short timeframe is a testament to the quality of the **TRICAT** product and the very professional and co-operative attitude of Fretwell-Downing Hospitality Limited. The New Zealand Army is delighted with the performance of the **TRICAT** software and are very impressed with the excellent support provided by the FDH staff for implementation, training and post implementation".*

Captain David Ackroyd, TRICAT Project Manager for NZDF, explains, *"The support and services that FDH have provided to the NZ Army has been exceptional given the geographical differences of our two countries. The performance and reliability that we have received from **TRICAT** has been excellent and on the few occasions we have required support, FDH have responded positively. We are in exciting times as we move towards e-procurement and paperless transactions between our core supplier's IT systems and **TRICAT**."*



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