



Compass Group Case Study

Compass Group (Australia) Pty Ltd is a wholly owned subsidiary of Compass Group Plc. The Group is listed on the London Stock Exchange and has an annual turnover in excess of A\$28 billion.

Compass is the world's largest food services organisation, employing over 300,000 people. In Australia Compass provides services to a diverse range of clients under specialist brands ensuring clients receive experienced, well trained support.

Challenge

The problem faced by Compass Group was that the organisation responsible for the development of their Site Management System (ESMS), could not guarantee availability of resources for supporting, maintaining and enhancing their business application. Interfacing to the Oracle Financial System, the ESMS provided invoicing, sales, banking and stock re-ordering functionality for Compass Group clients. As a critical business system, Compass Group needed to ensure it was appropriately supported for the future.

Approach

Compass Group needed a technology partner and approached CDT seeking assistance. CDT was initially interviewed and then completed an evaluation of the ESMS, providing a written report as part of the system assessment. Based on this assessment and due to its experience and enthusiasm, CDT was Compass Group's chosen technology partner providing IT and security consulting, support, maintenance, project management and development services.

Services

As one of Compass Group's outsourced suppliers, CDT has delivered, and continues to deliver, a comprehensive range of IT services. Services that have been, or continue to be, provided to Compass Group include:

- Support, maintenance and enhancement of Compass Group's business systems including the Site Management System, eCafe and Online Training Centre
- Functional analysis, requirements review, development, testing and documentation of the electronic catering system, eCafe
- Integration assistance during the deployment of the eCafe client into the corporate portal of a large telecommunications company
- Application analysis and re-engineering

Results

According to Compass Group:

"We have limited in-house IT resources, so using CDT as our outsourced IT department is very cost-effective."

"We have developed a long-term partnership with CDT, who continues to deliver quality support services for our IT business systems."

"While CDT provides support and maintenance for our systems, we have also worked with them on a number of other projects where they have delivered quality solutions to assist with our business strategies."

About CDT

Creative Digital Technology, founded in 1992, is a privately owned technology company whose mission is to deliver innovation. Since inception, it has provided vision, inspiration and leadership, which has been recognised by industry, business and government alike.

With its commitment to innovation, CDT has exhibited an unwavering commitment to research and development. This commitment maintains it as one of the technology industry's leading innovators and has led CDT to be invited to participate on numerous panels, forums and collaborative research projects.

Today, CDT continues to develop, innovate and deliver. The company's payment and authentication division, GPayments, is providing solutions to banks, financial institutions, merchants and service providers globally. The company's information management division, FileSphere, has developed an innovative information management solution incorporating some of the latest information and Internet technologies. Meanwhile, the company's core services group continues to design, develop and support best of breed solutions for clients across a broad range of industries.