

# THE REALLY DELICIOUS FOOD COMPANY

## CASE STUDY

### SCOTTISH ENTERPRISE

**AFTER A COMPETITIVE TENDER PROCESS, WE SAT DOWN WITH SCOTTISH ENTERPRISE TO REALLY UNDERSTAND THEIR REQUIREMENTS.**

Control of costs was of course key for a public sector body, along with a first class product and presentation appropriate to visiting business leaders. The ability to easily administer a significant volume of orders was also necessary.

As a start we prepared special menus, unique to Scottish Enterprise. These menus were tailored to the budgets set and made available on our website for Scottish Enterprise to order at will, day or night. Scottish Enterprise now place all their orders through our website, where they can look at their entire order history and edit/duplicate/cancel/pay-for orders on-line.

Not only this, if specific dietary requirements are necessary, they can add notes to any menu item to ensure its just right. Each time they order, our Customer Service Team is alerted and a confirmatory email, complete with all order details, is returned to seal the process.

