Helping You Succeed

Whether your facility is operating as a single entity or a group of affiliate hospitals, CBORD® solutions can be scaled to fit your operating model. As the largest, most experienced provider of food and nutrition service automation and cashless systems for the healthcare market, our solutions help you:

• Increase patient satisfaction scores
• Maintain patient safety
• Improve food cost controls
• Increase cafeteria revenue
• Improve employee retention and job satisfaction
• Enhance the guest experience

With more than thirty-eight years of experience and over 6,000 clients, CBORD is the industry’s leading provider of diet office automation, menu systems, food production, inventory management, nutritional analysis, and point-of-sale systems. CBORD provides solutions for healthcare institutions, senior living facilities, and colleges and universities. The breadth of our client base allows us to leverage expertise across markets and provide integrated comprehensive software solutions to our customers.
Create an Exceptional Patient Experience

No matter how your hospital kitchen serves patient meals, Nutrition Service Suite® (NSS) fully supports and enhances your processes. NSS can support a traditional tray line, a cook-to-order room service kitchen, or a combination of both at the same time. Our proven solution provides the most robust features in the industry, including:

- Hotel-style room service, which automates the process from ordering all the way to tray delivery.
- Easy, safe meal ordering through an interactive in-room patient care entertainment system.
- The ability for hospital staff to take compliant meal selections at the bedside using wireless technology.
- The option to print multilingual paper menus that display nutritional information, pictures, and much more.

At its core, NSS is a Diet Office Management System which provides an electronic card file; cycle menu planning; menu, tray ticket, and label printing; and production tallies. The software also helps ensure regulatory compliance by providing nutritional analysis of patient menus, a choice of secondary patient identifiers for tray tickets and labels, and comprehensive user audit tracking for HIPAA.
Support Your Workflow

Nutrition Service Suite’s modules will support your operation now and in the future.

- **Room Service Choice®** offers a web-based mobile meal ordering application accessible from any web browser, including an iPad® or other mobile tablets. You have the choice to offer staff-assisted entry of patient and guest meal selections at the bedside or in a call center for either on-demand room service delivery or traditional tray line meal service.

- **Room Service Concero®** provides a web services application interface connection between Room Service Choice and input devices, such as an in-room TV, bedside patient terminal, or patient tablet device.

- **Nutritional Screening and Assessment** helps to identify, screen, and monitor patients at nutritional risk.

- **Intake Analysis** manages calorie counts to easily track and display nutritional intake.

- **Enteral Nutrition Support** facilitates tube-feeding orders, custom tube feeding labels, and delivery to nursing units.

- **Electronic ADT and Diet Order Interfaces** manage admission, discharge, transfer, and diet order information from the hospital information systems.

When you connect to NSS, you connect with powerful clinical software designed to ensure all menu selections are compliant with a patient’s diet order.
Solutions for Integrated Healthcare Systems (IHS)

Integrated Health Systems face unique challenges.

Whether your organization is operating as a single large entity or a group of affiliate hospitals, CBORD solutions can be scaled to meet your needs in food service, diet office, room service, and cashless automation.

Not only is our depth and breadth of expertise unmatched by other providers, but our innovative software architectures allow you to share important data across sites—without forcing an all or nothing approach.

CBORD and its products represent deep industry knowledge that ensures a successful outcome for your organization. As the industry leader for enterprise-class solutions, it’s clear that CBORD is the solution of choice for very large and multi-site healthcare organizations.
Optimize Food Service

Our Foodservice Suite® (FSS) allows you to manage your food service operation from the loading dock to the patient’s tray. This scalable solution has the tools you need to monitor your inventory and reduce waste. Intelligent reporting lets you know which products need to be pulled for thawing, advance preparation, or production, and when.

Monitor the costs of your menus and service cycles with easy-to-read, intuitive reports that detail where costs are increasing, as well as what the cost per meal is for any period of time. You can even sort by menu items to gain a clear understanding of expenses.

Add our integrated inventory management system to connect the receiving process with the purchasing and payment process, allowing you to reduce manual data entry—and the mistakes that come with it. Most importantly, you are able to pay invoices on time and take full advantage of GPO and other discounts, adding up to a sizable savings by the end of the year.
Build the Food Service Solution You Need

Choose to start with the modules you need today and expand the system as your operation grows. We support all aspects of food production.

Available Modules

- **NetNutrition®,** an online solution that lets customers view menu offerings; filter by dining location, allergens, or other preferences (vegan, kosher, locally grown, etc.); and see nutritional information not only for specific menu items, but for entire meals or days.
- **CBORD C-Store™,** an inventory system with full point-of-sale (POS) integration to manage any type of retail operation.
- **EventMaster® PLUS!™,** a complete event planning and reporting solution.
- **NetCatering®,** a web-based customer ordering and e-commerce user interface.
- **Purchasing & Receiving** with automated ordering requirements, electronic price updates, automated receiving, and purchasing and bid analysis.
- **Issuing & Transfers** with perpetual inventory, product tracking, central production and delivery, and shrink analysis.
- **NetUnitOrdering™** with ordering integration for remote and multi-unit central production.
- **Inventory Management** with physical inventory and product costing tools.
- **Recipe Management** with costing, nutritional analysis, and production details.
- **Menu Management** with cycle menu, costing, gross margin analysis, sales forecasting, and production.
- **Nutrition Labeling** with the ability to easily print labels with nutrition facts.
- **BarTender®** software, a simple solution for printing product labels and signage with nutrition facts, UPC codes, barcodes, and much more.
- **SMART Temps®,** a wireless temperature management solution that provides continuous protection at an exceptional value.
Increase Retail Sales

Turn your ID badge into an employee benefit and watch sales grow.

Cashless solutions speed up transactions, increase average sales, and simplify employees’ work days. From cafeteria lines to gift shops to vending machines, hospitals are improving efficiency, service, and the bottom line by eliminating cash.

Our cashless solution can coordinate an entire retail system composed of stores, restaurants, and vending, or support very basic cafeteria needs.

Online and Mobile Ordering

Today’s hospital food service operations face significant competition from off-site fast food restaurants. You can provide a convenient, hassle-free dining experience on site by offering online and mobile meal ordering from CBORD. Orders can be placed online or through a phone for quick and efficient service. By improving speed, service, and efficiency, you can capture more potential sales, especially during peak times.

Reduce long lines, increase productivity, and improve service with online and mobile ordering from CBORD.
Turn Sales into Revenue

Imagine spending less time on manual entries, counting cash, giving change, dealing with charge slips, and processing reports. This increase in productivity will find its way to your bottom line.

Enable Managers to Competitively Manage Retail Sales

Provide detailed reports for inventory analysis, account activity, and balances for all users. Reports summarizing trends, sales volume, cashier activity, and more deliver key information to managers.

Integrate our cashless solution with Foodservice Suite and close the loop between production and sales, giving you comprehensive information and total control of your food service operation.
Must-Have Features of a Retail Solution

Hospitals across the country are utilizing cashless solutions for their dining, retail, and more. Our robust features will support you now and far into the future.

- Payroll deduction system that can interface with multiple payroll systems.
- Easy integration with your current ID badge so that no other card or tag is needed.
- A range of point-of-sale hardware options to meet your needs.
- PCI compliancy.
- Flexible support of cycle menus.
- Extensive employee and visitor plans to meet your needs.
- Declining balance and department charges.
- Online and mobile access for employees to check balances, view transaction histories, add funds, and report lost cards.
- Little or no IT support required.
- Single point-of-contact, 24/7 support, along with local technical dispatch support.
- Ability to expand into vending, gift shops, and other retail operations.
- 24-hour card kiosk that allows customers to add funds and/or purchase gift cards.
- Vast reporting capabilities that provide the information needed to improve profitability.
- POS Security solution that integrates video surveillance with transaction receipts, safeguarding profits.
- Experienced project management that ensures a well-executed implementation with no disruption to service.
- CBORD C-Store, an inventory system with full point-of-sale (POS) integration to manage any type of retail operation.
- Executive Dashboard, a hosted application designed to provide high-level reporting information on the metrics that matter.
Maintain a Safe and Secure Environment for Patients and Employees

CBORD’s Integrated Security Solutions give your facility the tools and information needed to create a safe environment and offer a proactive approach to security. Whether you are looking to minimize shrinkage at the point of sale or protect your emergency areas, CBORD offers fully integrated solutions that allow your staff to focus on the task at hand: the health of your patients.

From card-based access control to video and alarm management to emergency notifications, each component communicates with the others and vastly improves situational awareness.

You’ll gain peace of mind with solutions that make it easy to manage security and access control right at your fingertips.

- Monitor point-of-sale operations
- Control access to restricted or sensitive areas
- Create emergency notification plans
- Monitor high-traffic areas
- Ensure safe access to pediatric wards
- Increase overall patient safety and comfort
- Use tools that complement your existing equipment
Dedicated Support, Exceptional Services

Trust CBORD as a valuable resource for expertise and excellence. We work hard to provide the best customer experience in the industry.

You can reach us twenty-four hours a day, seven days a week, and know you have a team of support specialists dedicated to your satisfaction and success.

From state-of-the-art problem tracking to a multidisciplinary team approach to solving your problems, we are more than just a help line—we are a strategic partner in helping your business succeed.

Your success, simplified.
For over thirty-eight years, our highly trained professionals have delivered a wide variety of solutions tailored to meet unique client needs, from the very first project through the entire lifecycle of your system.

The key to your success lies in our valuable business solution expertise. CBORD’s Professional and Managed Services teams offer a variety of services such as database administration and maintenance, systems migration, project management, and on-site and remote training.
Networking and Education

User Group Conference

There’s real value in CBORD’s annual User Group Conference (UGC). It’s more than a gathering of people who share a common interest; it is a purposeful and strategic program for increasing product knowledge and getting hands-on experience.

A unique blend of educational and networking opportunities, the conference offers special-interest sessions covering technological innovations, system applications, and operations strategies. You will find the new products, ideas, information, and contacts you need to solve issues facing your organization today.
Solutions For Healthcare

- Patient Meal Ordering (Bedside and Call Center)
- Diet Office Automation
- Calorie Count and Intake Analysis
- Catering and Event Management
- Employee ID Badge Programs
- Gift Card Payment
- Inventory and Purchasing
- Menu and Recipe Management
- Nutrition Labeling
- Nutritional Analysis
- Online and Mobile Ordering
- Point-of-Sale Systems
- Point-of-Sale Video Security
- Security Access and Video Surveillance

CBORD has partnerships with the leading Group Purchasing Organizations (GPOs). Contact us for more information!
The best healthcare customer experience in the world.