

# Burbank Unified School District

## Case Study



FLURES Group

### The Client

Located just a few miles northeast of Hollywood, Burbank, known as the 'media capital of the world', is home to many media and entertainment companies including The Walt Disney Company and Warner Bros.

The town's 100,000+ residents are well served by the Burbank Unified School District (USD), which is rated as one of the most high-achieving, competitive school districts in the Los Angeles area; their Academic Performance Index score is continuously well above county and state averages.

Burbank USD provides a balanced, comprehensive educational program for kindergarten through grade 12. Providing eleven K-5 elementary schools, three middle schools, three comprehensive high schools, plus an adult continuation high school and a community day school, the district serves a diverse and culturally-enriched student population of more than 15,400.



*"Receiving reports from across all our schools enables me to get a handle on trading and to compare schools. This is invaluable"*

Kathy Sessinghaus – Director of Food Services

### The Challenge

In 2000, Burbank Unified School District decided that it was time to upgrade to new technology to enhance its food services operations. "We wanted to take advantage of more sophisticated technology that was available," says Kathy Sessinghaus. After thoroughly researching the K-12 nutrition market, Burbank retained the services of Harris School Solutions (Harris), a specialist technology provider in the education sector.

Harris devised a multi-faceted, modular software solution specifically for Burbank. This installation also marked the district's move away from simple cash registers to more reliable and functional point-of-sale (POS) terminals. Since the initial implementation, as Harris' software has evolved, Burbank has evolved with them, culminating in a major software and hardware upgrade in 2013.

At that time, Burbank upgraded to the latest version of Harris' eTriton solution and also upgraded its POS hardware. For high performance, reliability and long life, Harris recommended J2 625 PC-based touchscreen terminals from J2 Retail Systems.

### The Benefits

- The modular Harris solution provides the flexibility and functionality Burbank needs to automate food management processes;
- eTriton software makes easy work of food service, with student records called up at the touch of a button;
- The J2 625 terminals enable purchases to be quickly identified and POS transactions accurately registered;
- The web-based EZMealApp encourages parents to apply for free meals and helps staff process applications fast;
- Parents enjoy the convenience of the secure EZSchoolPay.com portal to electronically credit funds to their child's meal account;
- The Harris eTriton rich reporting feature provides real-time business snapshots and facilitates regulatory reporting.



# Burbank Unified School District

## Case Study



AURES Group

### The Solution

Developed by school nutritionists, eTriton from Harris incorporates decades of K-12 user experience into a fully-integrated web-based nutrition solution. Focused on ease of use and customization, real-time information is available online at any time from any computer. Kathy Sessinghaus notes: *"We love the ability to provide service to our students anywhere, on any site. Our new multi-site Harris solution enables us to do this."*

#### Powerful, Flexible Software

School districts such as Burbank can choose from a variety of software modules from Harris to tailor the system for efficient workflows, flexibility, and the ability to meet major reporting requirements. Authorized staff can input, retrieve, share, and analyze student, financial, and nutritional data for current or prior school years. They can also manage free and reduced meal applications via the EZMealApp.com and provide parents with the ability to make online payments through EZSchoolPay.com. Both of these online portals are designed for efficiency and ease of use for both the parents and students.

Each of Burbank's 17 schools runs its food service operations with eTriton from Harris on PC-based touchscreen terminals. While the elementary schools have just one POS for their cafeteria line, arrangements are more diverse in the middle and high schools where facilities are comprised of traditional service windows plus a cafeteria line and a barbecue line. As many as twelve POS terminals are operated by cashiers on these sites.

#### Manageable Hardware

School cafeterias have limited serving space so the neat, compact J2 625s fit in well. *"We like the look of the hardware. It's easy to use, lightweight and quiet."* A total of 68 terminals are in use across the schools and are easy to program and operate. According to Sessinghaus, *"On the rare occasion when corrections are necessary, it's easy to alter what has been entered."*

#### Creating Accounts and Loading Funds

Ms. Sessinghaus and her team find the auto-import of new student records fast and smooth. *"It's awesome,"* she says.

The creation of student credit accounts is the hub of the operation. Parents put money onto accounts electronically for each child via the EZSchoolPay.com site. *"This is very fast and funds are available immediately in real time."* If requested by a parent, a balance transfer can be made from the account of one sibling to another.

#### Universal Access to Student Records

Each student has a unique PIN which they enter into a PIN pad machine at the service point; this calls up the student's details on the cashier's screen regardless of which campus they are on, so students can have food service wherever they are if their account is in credit. The Harris system allows photos to be attached to records so staff can immediately verify student identity and prevent misuse of credit accounts.

#### Faster More Efficient Serving Lines

Now, thanks to the Harris solution running on modern POS tills, any student coming through the lunch time queue can be validated and correct payment taken or logged to his or her account. In addition to debiting credit accounts for meal purchases, cash can be accepted at point of service. However, should an account be out of credit and the student has no cash, Burbank commits to always providing an emergency meal.

#### Regulatory Reporting

In common with its peers, Burbank has to comply with rigorous federal and state regulations for the provision of school meals and has to demonstrate the nutritional value of its provision. *"When it comes to doing our claim back to the state for our subsidised meal provision, this is now easy. Annual verifications are a smooth process too thanks to the information that our new system produces."*

#### Reporting Visibility

Reporting is a significant element of the Harris solution and this powerful functionality equips Burbank to run its food service operations accurately and efficiently. Accounts reconciliation and reporting take place on a daily basis both locally and centrally using eTriton. Schools can submit individual reports and consolidated reports are submitted centrally from the system's back-office at Burbank's head office.

*"Each school produces a daily report of its own transactions. We use both the pre-set report templates that Harris provides and we can create custom reports. We have the flexibility to pull off data when and how we need it,"* concludes Kathy Sessinghaus.

[www.burbankusd.org](http://www.burbankusd.org)

### Contact

#### J2 Retail Systems, Inc.

15042 Parkway Loop, Building D TUSTIN CA 92780 USA T +1 714.669.3111  
[www.j2usa.com](http://www.j2usa.com)

### J2 Retail Systems, Inc

J2 Retail Systems is a specialist manufacturer of PC-based touchscreens, LCD touchscreen monitors and point-of-sale hardware to the retail, hospitality and leisure industries worldwide. J2 controls its own design and manufacture and, as a result, its products stand out for their innovation, exceptional reliability and one of the lowest costs of ownership available today.

In 2013, J2 Retail Systems became part of the AURES Group. Founded in 1989 and listed on Euronext since 1999, the AURES Group manufactures EPOS systems and related peripherals. Its PC-based hardware and open-system equipment provides management and check-out functions to all points-of-sale and points-of-service including specialist food and non-food stores, retail outlets, superstores and catering and hospitality.

With corporate sales over €50 million and some 50,000 EPOS systems installed during the year 2013, the AURES Group has global presence, with its head office in France, subsidiaries in the UK, Germany, Australia and the USA and a network of distributors and resellers in 50+ countries.

### Harris School Solutions

Harris School Solutions provides a variety of software solutions for the public school market. Developed by school nutritionists, its eTriton program incorporates 40+ years of K-12 user experience into an integrated web-based nutrition solution. Focused on ease of use and customization, real-time information is available at any time from any computer.

Modules can be tailored to provide efficient workflows, flexibility, and to meet major reporting requirements. Authorized staff can input, retrieve, share, and analyze student, financial, and nutritional data and manage Free and Reduced Meal applications processing through EZMealApp.com (<https://secure.ezmealapp.com>) and online payments through EZSchoolPay.com (<https://www.ezschoollpay.com>)



[www.j2retailsystems.com](http://www.j2retailsystems.com)