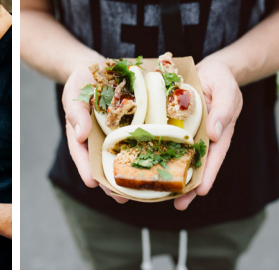




LOCAL
**RESTAURANT
ROW**
GLOBAL FLAVORS. LOCAL FAVORITES.



INDIANA UNIVERSITY HEALTH

**20 SITES
17 HOSPITALS
1 VERSATILE PROGRAM**

Indiana University Health employs a breakthrough approach to healthcare. By utilizing a unique partnership with Indiana University School of Medicine, one of the nation's leading medical schools, they offer patients access to leading-edge medical and treatment options.

For a network that prides itself on strong partnerships and groundbreaking practices, their prior dining program serviced only individual locations and offered limited variety when it came to local and international flavor. That changed with Local Restaurant Row.



Sonny's Pizza & Deli team members Julie, Leonel, Luis and Betty.



POPULATION
36,000
GUEST COUNT
3,760

**Technology Platform
Helps Streamline Program
Across Multiple Venues**

The IU Health implemented their Local Restaurant Row program in phases over a nine month period.

By working in stages, considering individual location dynamics and utilizing the online contracting and scheduling platform, the team was able to establish a versatile program that meets the needs of all involved - client, guests and dining team.

Using a blend of permanent spaces and rotating drop offs, IU Health created a unified guest restaurant program that now supports 20 locations across 17 hospitals in the sharing of partners, menus and employees on a regular basis.



Our restaurant partners have the talent and passion to provide quality meals to our guests. That allows the dining team to focus on our patients.

—Chelley Storey, General Manager,
IU Health



Sushi Boss

THE RECIPE FOR SUCCESS

PROGRAM INNOVATION

Utilizing Local Restaurant Row partners and contract resources, the team was able to create a program that helps IU Health stand out from the competition.

OPERATIONAL FLEXIBILITY

A singular, online scheduling tool allows for the consistent management of visiting partners and restaurant staff between multiple sites.

INTEGRATED TECHNOLOGY

Updated kiosks and payment systems that include partner menus, offer IU Health guests a seamless ordering and check out process.

DESIGNING A SEAMLESS PURCHASING PROCESS

The IU Health team is able to pre-load menus on kiosks so guests can quickly scan options and place their order. This efficient tool allows guests to customize their order, receive a QR code, and pay at a cashierless checkout.

RESULTS AT A GLANCE

- ↑ 3x Average Sales Increase
- ↑ Guest Restaurant Variety Attracts More Guests on a Daily Basis



The Aramark staff has been extremely helpful and fantastic to work with. Expanding to additional hospitals in the IU Health network has helped our family-run business continue to grow.

—Fred Thomas, Owner, Sonny's Pizza & Deli

THESE ARE JUST SOME OF OUR LOCAL PARTNERS



**WE MAKE
GOING LOCAL
EASY**

Aramark partners with local restaurants, food trucks, and chefs to bring guests neighborhood favorites through our Local Restaurant Row concept.

For more information, please reach out to:
LocalRestaurantRow@Aramark.com

