



# RADFORD UNIVERSITY CASE STUDY

## Challenge

During the 2020 pandemic, Radford University needed to move customers through foodservice lines in the safest and most expeditious manner possible. Lines were becoming too extensive not allowing for proper social distancing and causing people to leave. **The university needed a solution that would shorten lines without adding more staff or sacrifice quality.**

## Solution

Radford University presented this challenge to RPI Industries who suggested the ONDO® food locker system with Panasonic technology. This solution would allow students to order online and pick up their order by scanning their cellphone facilitating a **contactless food service solution**. In addition to fixing the issue of long lines, the RPI solution would **increase convenience and safety**. Immediately recognizing the value, Radford purchased 4 lockers, 12 cubbies each, serving multiple locations across campus.

Radford's Ondo dining app was linked to the student's meal plan providing additional value and convenience to on campus dining. With the ability to handle hot, cold, and ambient temperatures, food is kept fresh until students pick up their orders. Now, students simply walk up to the food locker, scan a QR code, and pick up their orders **without having to engage with staff, or wait in line.**

## Result

The ONDO® units **minimize waiting in long lines** at peak order times, and deliver a convenient meal solution for students between classes. Radford is now poised to handle additional students on campus, because the locker solution eliminates long lines and ensures proper social distancing. Students have been extremely happy with the Ondo (R) units and the mobile app's functionality. Last semester, over 16,000 orders were executed through the Ondo (R) food lockers.

