



Feeding critical staff at 20 urgent care centers during COVID-19

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EXECUTIVE SUMMARY

Maria Khan is the Director of Marketing for Urgent Care Group, which runs 20 urgent care centers across the Southeast and is headquartered in Nashville, Tennessee. Pre-COVID, the leadership team at Urgent Care Group sent lunch to the staff at their centers to say thank you and recognize special occasions.

Since COVID-19 hit, the centers have had a significant increase in patient volume and employees have no time to stop and eat. Maria needed a way to feed employees every day at all of their locations. Food ordering isn't part of her regular job, so she needed a way to find restaurants and order quickly, without a lot of research or back and forth on the phone.

20
urgent care
centers

15-20
orders a
day

70+
restaurants in
rotation

THE CHALLENGE

For Maria, a COVID- smart corporate food ordering solution needs to:

- **Save time.** Food ordering isn't part of her regular job, so she needs a way to find restaurants and place catering orders quickly without a lot of online research or back and forth on the phone.
- **Offer variety.** Pizza is cheap, easy, and fast, but the urgent care center staff appreciate variety, including complete meals and healthier options.
- **Be reliable.** With so many orders happening across all of their locations, Maria requires a 24/7 customer service team to help with fulfillment or delivery issues.



Food for work has to work. Find a solution at ezcater.com/rtw

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THE SOLUTION

ezCater gives Maria a quick and reliable way to send a variety of food to all 20 urgent care centers daily. With locations and orders stored in her ezCater address book, she can easily reorder meals that her employees loved or try out new restaurants. She saves time, shows appreciation for her staff, and earns rewards with every purchase.

THE BENEFITS

- **Time savings.** Maria is able to place new orders for her staff in 3 minutes or less, now that all 20 locations are saved in her ezCater address book. These orders would take her 10 times as long if she ordered on any other platform.
- **Customer service.** If something goes wrong with an order, Maria gets a call from a real person who wants to help. She's busy and can't always answer the phone, so she also appreciates text and email order confirmations.
- **Scalable solution.** The Urgent Care Group has centers in different states and time zones, and plans to expand across the country, ezCater is a partner that can grow alongside them, and help them find great catering options for any team anywhere in the U.S.

