



## **CBORD Introduces Tray Monitor™**

**June 3, 2009**

Ithaca, New York—The CBORD Group, Inc., the leading provider of food and nutrition management solutions, cashless card systems, and integrated security solutions to healthcare facilities, today announced the release of Tray Monitor™, a Web-based, room service order-tracking application. Tray Monitor is a new component of CBORD's Room Service module, expanding the capabilities of Room Service to track the status of room service orders from the kitchen to the patient or guest.

Susan Runyan, MS, RD, Senior Programmer/Analyst for Food and Nutrition Services at the University of Rochester Medical Center, oversaw implementation of Tray Monitor. "We view patient satisfaction as our highest priority, and we see Tray Monitor as a valuable tool to help us achieve our goal," said Runyan. "Now, with step-by-step tracking, we can better manage tray delivery. We deliver trays faster, at peak quality, and at the right temperature. As a result, we have improved patient satisfaction."

Tim Tighe, CBORD's President and CEO, said, "This feature represents a major system enhancement. We work with our customers to build a partnership, we listen to their needs, and we develop based on their requirements. Tray Monitor is a great example of customer-driven innovation."

Tray Monitor is an integrated feature of CBORD's Room Service module. New and existing CBORD Room Service customers will receive Tray Monitor without any additional CBORD software investment. Clients will only be responsible for costs related to Web-hosting and training.

### **About The CBORD Group**

The CBORD Group serves healthcare facilities, colleges and universities, chain restaurants, supermarkets, continuing care facilities, corporations, and a host of other market segments. CBORD's products are used in food service, catering, nutrition services, online ordering, cashless dining, campus ID card privilege control, access control, integrated security, housing services, and other institution-wide activities. The CBORD Group serves more than 6,000 clients in the U.S., Canada, Europe, South Africa, the Middle East, New Zealand, and Australia.

The CBORD Group was founded in 1975. Today it employs more than 450 professionals. To learn more about CBORD, visit us at [www.cbord.com](http://www.cbord.com).

###

**Media Contact:**

Tanya Vanasse  
Marketing Manager, Healthcare and Continuing Care  
[tgvan@cbord.com](mailto:tgvan@cbord.com)



**The CBORD Group, Inc.**

T: 607.257.2410

F: 607.257.1902

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

Don't care to receive Healthcare Press Releases from CBORD in the future? Send an email to "[promos@cbord.com](mailto:promos@cbord.com)" with the subject line "Please remove my email address" and we'll take your address off our mailing list.