

Lending a Helping ARM



The Children's Hospital of Eastern Ontario (CHEO), a global leader in pediatric health care and research, was previously in the market to provide fresh crafted food and beverage options for patients, families, and staff during after-hour services, and create an option to help their customers avoid lines during rush hour in the onsite cafeteria.

CHEO identified the Structural Concepts' Autonomous Retail Merchandiser (ARM) as the ideal convenient and efficient solution for providing fresh food and beverage options during off-hours when their traditional vending services are limited or unavailable.

Since installing the unit in November 2024, CHEO has experienced a significant improvement in its customer service and overall food service operations.



Heightened Customer Service

Allows customers to quickly access snacks and meals without waiting in line, which improves the overall flow and reduces congestion during peak times, especially during rush hours.



Operational Benefits

Reduced labor costs during off-hours by minimizing the need for extra staff coverage; There is no longer need to extend the coffee shop's operating hours and has helped maintain service quality without the need for additional staffing during these periods.



Cost Reductions

Decrease food waste through precise inventory management and timely restocking.



Driving Incremental Revenue

\$8,000 in sales on average sales per week. *"It's been a valuable source of revenue for our department. The labor cost and the maintenance time associated with the machine are acceptable compared to the revenue it generates."*

"The introduction of the ARM has had a positive impact on our staffing, service flow, and overall concession operations during off-hour periods. By providing fresh, convenient food and beverage options when our traditional services (cafeteria and coffee shop) are closed or busy, the machine helps us maintain service availability without needing additional personnel during these hours."

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