kaspar SCHMAUSER

With a "smart casual concept" and customizable dishes, Kaspar Schmauser is a growing gastronomy company with multiple locations and partners across Germany.

Users: 100
Customer since: 2023
Solution: Learning- and Communication platform

"The combination of communication and learning processes is designed to actively engage employees. Because, if you can identify with what's being offered to you and feel comfortable, you'll stay longer. It clearly shows that we're all in this together."

**Lilli-Marie Schmidt
Program Manager**

Important criteria

✓ Remote access (app)

✓ raceability

✓ Seemless integration

How Kaspar Schmauser unites LMS and intranet into one Knowledge App

The Challenge
High turnover is common in the gastronomy industry, which can impact efficiency and quality and make it difficult to inspire employees to commit to the company's goals long-term. Kaspar Schmauser aims not only to mitigate the effects of this turnover but to actively counteract it by keeping employees informed, engaged, and empowered to work independently. To achieve this, knowledge must be readily accessible to support employees both in their daily tasks and for quick reference, helping to retain them over the long term.

The Solution
With the help of Fellow Digitals, a comprehensive training and communication platform, including an app, has been developed, built on four key elements:
- The Academy includes mandatory training and onboarding courses, centrally available on the platform.
- The "Library" serves as a knowledge resource, containing manuals, recipes, the "Kaspar Code," and other standards.
- The News section keeps employees informed about company-wide updates.
- In the Community, local groups and the Kaspar Global Group enable networking and interaction.

The Result
Through the platform, Kaspar Schmauser gains a motivated and well-informed team that embodies the company's values and actively contributes to its success. Employee turnover decreases as staff become more integrated and committed to the company long-term. Standardized processes facilitate flexible employee deployment and shorten onboarding times. Overall, the platform fosters a stronger identification with the company vision, promotes continuous learning, and enhances quality and efficiency in everyday work.

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