



TECH · CUSTOMER SPOTLIGHT

# Mercari Customer Spotlight

## Challenge

Mercari is Japan's #1 resale app and is on a mission to change the way people buy and sell. With U.S. headquarters in Palo Alto, Mercari's leaders believe their company's food program is a vital part of the employee culture and productivity. With their company's food program, Mercari is working to create a community where employees feel empowered to try new things, give constructive feedback and take charge of projects. After a year of working with a third-party provider, Mercari's admin was still spending four hours per day on their employee meals from overseeing the lunch setup, replenishing food and cleaning up. In addition, Mercari was not receiving the consistency, portioning and variety they requested.

## Solution

At Zerocater, we recognize the increasing importance for companies to adopt sustainable business practices. While corporate food programs reap wonderful benefits, we acknowledge they can also produce a great deal of waste if not managed properly. One survey found that 25% of employees agree that having a sustainability program at work is important to them.

We strive to help our customers bring sustainable solutions to their office kitchens, snack shelves and refrigerators. Our Food Concierge team offers your company environmentally-friendly support every step of the way to ensure your food program is as sustainable as possible.

Sustainability starts with sourcing. Where possible, we opt for environmentally-friendly meals, snacks, beverages and kitchen products.

## Results

Mercari uses Zerocater to provide employees with the best family-style meals that meet their company's diverse eating preferences:

- Cut time spent on office meals from 4 hrs. per day to 30 mins per day.
- Gain more variety and consistency in meals.
- Improve company culture while meeting specific employee tastes preferences. Increased employee meal approval rating from 3.0 to 3.8
- Use meals as a vehicle to share important cross-functional department updates and host lunch and learns



75% Decrease in the time spent managing office meals



27% Increase in employee meal approval rating



# MERCARI

*"I like the flexibility Zerocater offers where I can be heavily engaged in our meal program but I also have the freedom to step away with confidence knowing the meal program will continue to run with my account manager and onsite team."*

- Marcos Rangel, Mercari