

# Catering Management Software Category

WINTER 2026  
Customer Success Report





## **Catering Management Software Category**

Catering companies need to efficiently handle food processing and distribution, and catering management software helps with this. It offers features such as production planning, order management, invoicing, and delivery. Advanced tools also present marketing and sales functionalities. Catering software assists catering firms to plan food production as per consumer demand and improve the precision of their deliveries. It also helps caterers to assess the quality and efficiency of their services.

Catering software typically integrates with event management, payment processing, and accounting solutions. It allows you to produce and update menus, and share them with clients via social media, web portals, and more. You can easily schedule deliveries and handle customer orders. Further, you can process orders to produce the type of food bought by consumers. Catering tools permit you to offer several payment options to your customers. Lastly, you can assign and manage staff during events.

# Customer Success Report

## Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

**The overall Customer Success ranking is a weighted average based on 3 parts:**

### CONTENT SCORE

- ✓ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ✓ Customer reference rating score
- ✓ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ✓ Total # of profile views on FeaturedCustomers platform
- ✓ Total # of customer reference views on FeaturedCustomers platform

### MARKET PRESENCE SCORE

- ✓ Social media followers including LinkedIn, Twitter, & Facebook
- ✓ Vendor momentum based on web traffic and search trends
- ✓ Organic SEO key term rankings
- ✓ Company presence including # of press mentions

### COMPANY SCORE

- ✓ Total # of employees (based on social media and public resources)
- ✓ Year-over-year change in # of employees over past 12 months
- ✓ Glassdoor ranking
- ✓ Venture capital raised

## Award Levels



### MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



### TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



### RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

# 2026 Customer Success Awards

Check out this list of the highest rated Catering Management Software based on the FeaturedCustomers Customer Success Report.



CATERTRAX® **ezcater**  foodstorm  
by instacart



 tripleseat  zerocater



 BetterCater  caterease  MONKEYMEDIA™  
SOFTWARE



 CATERZEN  
By: RESTAURANT & CATERING SYSTEMS  SalesAndCatering.com  Spoonfed  
A 365 Retail Markets Company

\* Companies listed in alphabetical order





## ABOUT CATERTRAX

# CATERTRAX®

CaterTrax is the industry leading catering management software that was built by caterers for caterers. Rooted in generations of first-hand industry experience and the power of technology, CaterTrax was founded with a promise to ensure that caterers and foodservice professionals are empowered to streamline their operations, providing Catering, Take-Out and Floor Stock Solutions for the non-commercial foodservice industry.

**351**

TOTAL CUSTOMER REFERENCES

**VIEW ALL REFERENCES**

## FEATURED TESTIMONIALS

**“CaterTrax has been amazing so far and setting up our site has been so easy. The staff has been incredibly helpful and made the process so smooth and easy to complete. It is so nice to know I can reach out with questions, concerns, or problems and have them resolved quickly.”**

QUALITY SUPPORT COORDINATOR  
ADVENTHEALTH SHAWNEE MISSION

**“CaterTrax was able to quickly provide us with a strong and adaptable Take-Out solution to meet our needs and better serve our customers.”**

FOOD SERVICE DIRECTOR  
LARGE CAPITAL EQUIPMENT COMPANY

**“We use CaterTrax to grow our business with its ease of use for new clients placing online orders.”**

MICHAEL WAHL  
DIRECTOR OF OPERATIONS, TALLAHASSEE MEMORIAL  
HEALTHCARE

**“With CaterTrax, the billing process is very easy and convenient.”**

MIRJANA POROBIC  
ADMINISTRATIVE, INTERMOUNTAIN HEALTHCARE ALTA  
VIEW HOSPITAL

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## ABOUT EZCATER



ezCater is the only nationwide marketplace for business catering. ezCater's online ordering, on-time ratings and reviews, and 5-star customer service connect businesspeople to reliable catering for any meeting, anywhere in the United States.

**95**

TOTAL CUSTOMER REFERENCES

**VIEW ALL REFERENCES**

## FEATURED TESTIMONIALS

**“ezCater’s White Glove Service has saved me so much time and enables me to wow our employees with new food experiences. My ezCater account manager quickly learned the types of food our employees love, enabling me to spend less time planning meals and more time focused on our business. This has been a game-changer.”**

KAHREEM COPELAND  
CUSTOMER DELIGHT MANAGER, WEPAY

**“ezCater is the best way to feed people, COVID or not. It takes all the responsibility off of us and it makes people feel really taken care of. They love the food.”**

JOY BROWN  
OFFICE LEAD ADMINISTRATOR, VOYAGER THERAPEUTICS

**“ezCater has really allowed us to up our game. In the time we’re saving by not chasing contracts, running them through and getting payments set up, we’re easily saving 100 hours per month.”**

JACOB DAVIS  
DIRECTOR OF WORKPLACES, CARE.COM

**“ezCater lets me focus on my priority, which is the food, and I have ezCater take care of the rest.”**

PANTELIS KARAKATSANIS  
OWNER, SKEWER’S WOOD GRILL

## TRUSTED BY





## ABOUT FOODSTORM



FoodStorm is the world's only built-for-grocery order ahead, meals and catering software. FoodStorm allows your customers to place orders online or in-store, centralizes your production and streamlines operations across multiple stores and departments. FoodStorm can power all your grocery use cases including holiday catering, made-to-order meals, deli pre-orders, custom cakes, everyday catering, coffee ordering and even floral! Get in touch today to learn what FoodStorm can do for you.

**50**

TOTAL CUSTOMER REFERENCES

**VIEW ALL REFERENCES**

## FEATURED TESTIMONIALS

**“**Being able to manage all three of our catering services through one system with the ability to bespoke the system to our requirements and with a super simple user experience, it's like FoodStorm understood our business as well as we did and was a completely natural fit. **”**

SAM HURST  
HEAD GRAZER, GRAZING FOOD

**“**FoodStorm has been critical to our success as our labor force was able to efficiently use it, our customers love the front end ordering, and the great customer support team helps us when needed. **”**

ROB LEPRE  
IT DIRECTOR, MCCAFFREY'S FOOD MARKETS

**“**A fantastic experience from enquiry through to onboarding and the great customer service continues as a user. The FoodStorm team is knowledgeable, easy to work with and very responsive. **”**

ALEX CADGER  
FOUNDER, BOXED BY BLONDER BUTLER CATERING

**“**FoodStorm helped with our team efficiency, a problem we had with our last platform, and has enhanced our customers' experience. **”**

MIKE MCCORMICK  
CHIEF RETAIL OFFICER, FAREWAY MEAT MARKET

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## ABOUT INFOR SALES & CATERING



Infor Sales & Catering, formerly known as ReServe Cloud, is a suite of fully-integrated software modules aimed at the hospitality industry, including Catering & Event Management, Reservations and Floor Management, Guest Rooms Control, Membership Sales, and more! Since 1996, ReServe Interactive has helped hospitality professionals increase sales, save time, eliminate costly errors, and enhance customer satisfaction. ReServe Interactive software is used by more than 15,000 users across 14 markets nationwide, including conference and convention centers, sports and entertainment facilities, restaurants, casinos, hotels, catering companies,...

**99**

TOTAL CUSTOMER REFERENCES

**VIEW ALL REFERENCES**

## FEATURED TESTIMONIALS

**“I have enjoyed Reserve for years. The new cloud software is so friendly and productivity for me is great. I enjoy the customer service and they have always been informative and so cordial. The customer service reps are awesome. I would highly recommend Reserve to others. Thank you.”**

BRENDA MANUEL  
MISSISSIPPI E-CENTER AT JACKSON STATE UNIVERSITY

**“I like that I can access my events from anywhere. It is great to be able to check availability when away from my desk. There isn't really anything I do not like about the system, obviously with any change it takes time and learning.”**

BIANCA NOLASCO  
EMPIRE POLO CLUB

**“Great, love the functionality. Reserve Cloud is useful, powerful, and easily customize-able. Handles as much or as little as you need it to.”**

PHILLIP BULGER  
GOURMET CUISINE

**“The flexibility of the system and that it covers our needs.”**

ANDREW HORN  
THE OSBORN



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## ABOUT TRIPLESEAT



Tripleseat generates sales and streamlines the planning process for restaurants, hotels, and unique venues. Tripleseat captures leads through the venue's website and Facebook page and automatically uses that information to populate everything to facilitate the event manager's job. It just takes a few clicks and it will build the client database tracking their history of bookings, generate all the documents needed at once, and change them all simultaneously, while also popping the information onto a web accessible calendar which displays it to be accessed anytime, anywhere...

# 196

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“We are very happy with our partnership with Tripleseat. As a global company operating in many countries, we needed software that was flexible enough to meet our needs. Tripleseat satisfied all of our requirements and exceeded our service expectations with instant reactions to our requests. The reporting and effortless document creation has improved our performance by allowing the team to sell more - by reducing time spent on paperwork. I strongly recommend this program to any multi-unit operator looking to organize their sales process.”

KIRSTEN KNAUER  
FOGO DE CHÃO

“Tripleseat had made tracking leads and preparing documents fast and easy. Writing and sending proposals is seamless and quick with Tripleseat. Tasks ensure timely follow up and proper tracking of the status of events. Multiple locations allows for managing of all of my venues from one portal, and all of my managers at each venue can be informed of the upcoming events booked. I live on Tripleseat. I wouldn't be able to do my job without it!”

SHIRA SPIEKWAK  
GOLDBAR

“Using Tripleseat for ticketed events has helped our clients make the most of off-peak dates, driving both revenue and guest turnout. We strongly recommend Tripleseat Tickets for hitting those revenue goals—it's easy to use, integrates seamlessly, and offers many customization options.”

CATHERINE NEW,  
DIRECTOR OF SPECIAL PROJECTS, PACESETTER  
HOSPITALITY

“Tripleseat really changed our business. My bandwidth was wider, and I could take on more event business – so much so that I could eventually hire an Event Coordinator. We have literally gone from no events to events now being a really important revenue stream for the business.”

JOHANNA HOLM  
DIRECTOR OF MARKETING AND EVENTS, ELUSA WINERY

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ARETSKY'S *Patroon*





## ABOUT ZEROCATER



ZeroCater is on a path to becoming the No. 1 food company serving the workplace. Founded in 2009, ZeroCater has become a leading provider of corporate catering and snacks, serving companies including Cisco Systems, Fandango, and Salesforce. The ZeroCater advantage - a food recommendation engine, enterprise-caliber on-site dining, and micro kitchens, an ecosystem of food partners and data-driven insights — provides companies with the food employees love. ZeroCater's office catering and snack products serve the Bay Area, New York, Washington, D.C., Chicago, Austin and Los...

**31**

TOTAL CUSTOMER REFERENCES

**VIEW ALL REFERENCES**

## FEATURED TESTIMONIALS

**“**Office catering expanded Americano's reach throughout the entire Bay Area. If people are able to try Americano at their office, they tell their friends and family about our food, and sure enough the walk-in rate increases at our brick-and-mortar location. So, not only does office catering increase revenue, it is a powerful source of marketing and growth. In large part due to our partnership with ZeroCater, my family and I opened our second restaurant in Livermore.**”**

VESNA KAHРИMAN  
OWNER, AMERICANO DELI & GRILL

**“**I've gained so much working with ZeroCater to manage our office meals and snacks. I now leave ordering, stocking, delivery and replenishments to the team at ZeroCater. Instead of stressing about keeping the shelves full, now, I just see our ZeroCater onsite specialist and say Hi, how are you and walk back to my desk—it's a lifesaver!**”**

ANNEMARIE KELLY  
OFFICE MANAGER, SOCIALCODE

**“**Our office is a huge fan of ZeroCater. It is incredibly helpful and time efficient to hand off our meal planning needs to ZeroCater. Our lunches for the week are always different, fun, and tasty—it's impossible to get bored of our options!**”**

CARMEN CHIU  
RECRUITING COORDINATOR, THE HOME DEPOT

**“**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  
WORKPLACE SERVICES AGENT, MERCARI

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MERCARI







## ABOUT BETTER CATER



Better Cater began with one vision in mind: create a comprehensive yet simple software solution for caterers that saves them time and money. Its development team has served in various roles within the food and catering industry. Over the years of working within the catering community, they noticed a need for better catering software. This realization led them to develop Better Cater.

# 10

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“Better Cater is great. I use Better Cater to track all my invoices, catering schedule and customer payments. It has all the functions I need and it's easy to use. I love that it is web-based so that I can check our schedule on my computer or my phone so that I can respond to my clients from anywhere. We send out hundreds of catering quotes each month and Better Cater tracks everything exactly the way I want it. I highly recommend this service.”

IAN GONZALEZ  
OLIVE WOOD PIZZA

“This software changed my life! This software changed the way I do business especially allowing me to focus on more important details for my company. The software is simple and the easy to use and helps our company standout and close business faster.”

TIFFANEY CARR  
URBAN TASTE CATERING

“I love this service! I use it all the time! It has made my business much easier. With all of my recipes in the database, bidding is a snap! It all looks very professional and is easy to understand.”

CAROL HAMRE  
ISLAND GIRL'S CATERING

“Love it, very easy! Great fast Customer service! Easy to use product.”

MELISSA VIVIANO  
BLUE RIBBON CATERING

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IGC

  
OLIVE WOOD PIZZA  
WOOD FIRED CATERING

  
THE  
WINE  
LOFT  
WINE BAR

  
URBANTASTE  
modern american



## ABOUT CATEREASE



Caterease offers catering software with a different philosophy. Designed in cooperation with caterers and event planners of all sizes, Caterease offers all the features you need to simplify your busy workday. This powerful program increases productivity, prevents costly mistakes and saves valuable time and money. Yet with all its power and flexibility, Caterease remains incredibly intuitive and easy to use. Features are where you expect them to be, and do what you expect them to do. With maintenance and support that is second to none, Caterease stands alone as the obvious leader of the hospitality software...

# 158

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

**“**We use Caterease in over 20 of our accounts and it has been a great relationship from Mark in the sales department to Theo and the other tech support crew in the tech support department. The program itself offers all the tools we need to build proposals, beo's, contracts, invoices, etc. It is helps us manage our financial viability with the reporting tools it offers as well as prospecting new clients. Caterease offers on-going training and new tips to help maximize the program to its fullest potential. I would recommend Caterease to any company offering catering services from an off-site caterer to any on site facility. **”**

TERA GREENWOOD  
SERVICE SYSTEMS ASSOCIATES, INC.

**“**We really like the app. Gives the entire catering staff access to the details of the catering events, but it prevents them from ruining any data. Also, it was simple and easy to show our staff how to use it. Makes caterease very user-friendly. **”**

JACK KRAVITZ  
KRAVITZ DELICATESSEN INC.

**“**Caterease makes it easy to input the data into one central location. **”**

WARREN DIETEL  
OWNER, PUFF 'N STUFF

**“**Caterease makes my life so much easier. **”**

CHRISTINA HOFFMAN  
MANHATTAN DINING SERVICES

CAFÉ BON APPÉTIT

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## ABOUT MONKEYSOFT SOLUTIONS



MONKEYMEDIA<sup>TM</sup>  
SOFT WARE

MonkeySoft Solutions, an ezCater company, helps restaurant operators grow sales and increase profits by educating them to become experts at feeding their customers where they live, work and play. Using the turnkey "Get Catering and Grow Sales!" System, a toolkit for catering strategy, education and software, both divisions work closely with each brand's executive team to drive strategic alignment, provide education for team members, and deploy the #1 cloud-based software platform to support the takeout, delivery and catering channels.

**31**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

**“Catering is key to our business strategy, which is why the move to MONKEY was so necessary. We outgrew our previous systems and we needed a more modern, cloud-based platform that could scale, be in line with our operational requirements, and serve our customers in a digital world. We needed to better connect our operations to our customers.”**

FRANK PACI  
CHIEF EXECUTIVE OFFICER, CORNER BAKERY CAFÉ

**“Catering sales grew by 20% in 2011 and by another 19% in the first quarter of 2012. Catering now represents 7% of our menu mix and we expect that momentum to continue.”**

JEFF O'NEILL  
PRESIDENT AND CEO, EINSTEIN NOAH RESTAURANT GROUP

**“With MonkeySoft Solutions supporting the call center, the mail-order website and the bakery, revenues increased by 45%.”**

SCOTT MILLER  
VP DIRECT-TO-CONSUMER CHANNEL, DANCING DEER BAKING COMPANY

**“Catering sales have grown significantly – a level of success that would have been impossible prior to implement MonkeyCatering.”**

DAVID WOLFGRAM  
CHIEF EXECUTIVE OFFICER, BOUDIN BAKERY

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## ABOUT TOTAL PARTY PLANNER



Total Party Planner offers a full-service solution, sometimes there are extras that make your life that much easier. Services such as credit card processing, automating leads, capturing signatures, and custom reports are those nice-to-haves that make life incredibly easy. Total Party Planner delivers full-service solutions for everyone in your company. Total Party Planner has built its reputation on being on the cutting edge (like being the first catering management software to create a mobile app) and they plan to stay that way! Core functionality updates are always built into your...

**68**

TOTAL CUSTOMER REFERENCES

**VIEW ALL REFERENCES**

## FEATURED TESTIMONIALS

**“Total Party Planner has proven to be an invaluable asset for our catering business. Highly recommended for catering professionals seeking a robust and user-friendly solution.”**

GREG SHAPIRO  
TASTEBUDS CUSTOM CATERING

**“TPP has improved the operations and production of my catering company at every level. The service and response time from their team is next level.”**

ROYANN ANDERSON  
COWGIRLQ CATERING

**“TPP has been hands down the best catering program I have ever worked with, and I've used a fair share of them!”**

ILANA KNUDSEN  
BOUNDARY BAY BREWERY

**“TPP is a must. Running a catering business without catering software would be scary.”**

CHRIS HOLMES  
CHEF/ OPERATIONS, THE CLEAN PLATE CLUB INC

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**Catering**  
CREATIONS  
an amazing experience for all







## ABOUT CATERZEN



CaterZen was founded by Michael Attias, former partner and operator of a restaurant that sold over \$1,000,000 a year in catering out of a 104-seat Brentwood, Tennessee location. After he sold his interest in the restaurant at the end of 2006, he dedicated his resources to the creation of the first web-based catering software for restaurants.

**92**

TOTAL CUSTOMER REFERENCES

**VIEW ALL REFERENCES**

## FEATURED TESTIMONIALS

**“Using CaterZen [provided] an explosion in our catering growth. We average on a monthly basis approximately \$35,000 in monthly online orders that are directly attributed to the customers' interaction with CaterZen.”**

MICHAEL STADNICKI  
OWNER, TACO LULU

**“CaterZen created a great atmosphere and environment for us to be better at what we do, and to grow our catering business.”**

RYAN OTIS  
OWNER, ROLLIE'S CATERING

**“I've looked at other software programs, but nothing seems to come close to CaterZen they're constantly improving and I do love that about it.”**

AT YOUR SERVICE CATERING

**“It's all pretty beneficial to our business. The ROI is definitely there. It's definitely worth the monthly expenditure.”**

ARON BENON  
OWNER, LALA TACOS

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## ABOUT SALESANDCATERING.COM



SalesAndCatering.com provides the most affordable full-featured Sales and Catering systems for hospitality. Its STS Sales and Catering system is widely installed and engineered to give property sales teams the sales tools that help them achieve their goals. SalesAndCatering.com's cloud and on-premise systems are developed and supported from the company's US-based offices. It is a trusted full-service sales and catering partner that delivers solutions via a software-as-a-service model that ensures greater client communication to streamline the sales process and maximize staff...

**30**

TOTAL CUSTOMER REFERENCES

**VIEW ALL REFERENCES**

## FEATURED TESTIMONIALS

**“**The platform also needed to be customizable enough to ensure uniformity across all properties while still allowing each property to add or change specific features that may be unique to that location. At the property level, the implementation of STS Cloud has helped team members manage their accounts, contacts, and bookings more efficiently. Reports are uniform and easily generated to communicate with other departments. Moreover, they can track history and communicate with clients on a more sophisticated level to ensure no information is lost. These insights are critical to our continued growth.**”**

DONNA F. PARALITICCI

REGIONAL DIRECTOR OF SALES AND REVENUE MANAGEMENT, MID CONTINENT HOSPITALITY

**“**STS Cloud has helped to modernize our company, bringing us to a business stage where our sales database is safe and easily accessible online by our hotel properties at any time, from anywhere. We're able to promote brand standards with less effort, and we've been able to systemize our sales reviews while saving time and possible errors.**”**

EFRAIN VARGAS

AREA DIRECTOR OF SALES & MARKETING, PREMIER RESORTS & MANAGEMENT

**“**I love the fact it is cloud-based so I can respond to my clients while on the road. Amazing feature is the interface with ProposalPath.**”**

DANIELA ARREOLA

MICE SPECIALIST AND GLOBAL TEAM LEADER, ATELIER DE HOTELES

**“**STS Cloud transformed our catering and event processes and enables our team to close more business.**”**

JODY CADLE

DIRECTOR OF SALES & CATERING, SHILO INNS

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## ABOUT SPOONFED



Spoonfed Online Catering Software is an intuitive web-based solution that allows you to reach new customers as well as saving time and money in the processing of your orders. It has online ordering functionality and boasts a suite of intuitive back office modules to manage production, deliveries, invoicing, email marketing, business reporting and much more.

**29**

TOTAL CUSTOMER REFERENCES

**VIEW ALL REFERENCES**

## FEATURED TESTIMONIALS

**“Spoonfed is a go-to portal with all the necessary tools to manage our catering orders from start to finish. Sales reports, payment requests, quotes and BEOs are all automated from the initial moment the order is entered into the system. Their effortless process creates efficiency for our catering team, our chefs, and our guests.”**

AMY MOLINA  
CATERING & EVENTS MANAGER, FOUNDING FARMERS

**“Spoonfed has truly elevated the catering experience for our clients and operators — offering efficiency while delivering Compass hospitality.”**

COMPASS GROUP

**“The team from Spoonfed has been amazing -development requests dealt with promptly and efficiently with proactive customer service.”**

CH&CO

**“Spoonfed has been amazing in helping Sandwich Direct to start taking buffet orders online.”**

SANDWICH DIRECT



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LA BOULANGERIE  
SAN FRANCISCO

