CATERTRAX®

Solutions for Success: Take-Out
Software for Strengthening Foodservice

Meet the demands of your busy customers with online ordering that busts lines and improves service levels. An average of 175,000 orders are processed through the TRAX Platform weekly, representing this powerful system's ability to improve the lives of foodservice operators. Online ordering will revolutionize the way your customers view foodservice because our Take-Out Solution helps you take care of the people you serve.

Flexible Technology

The TRAX Platform delivers a broad range of capabilities that would otherwise require multiple disparate systems. Our web-based software has countless configurations that can be molded to meet the needs of you and your customers.

Superior Service

To us, SaaS means Service as a Software. Improving the lives of foodservice operators is ingrained in our DNA. That's why our support team averages over a 90% satisfaction rating, exceeding expectations of customer support industry-wide.

"CaterTrax has been a tremendous resource for our organization. From implementation to training to customer support - every interaction with CaterTrax has exceeded our expectations."

Lisa Mahoney, Director of Foodservice, Thomas Cuisine

The CaterTrax Effect

A client survey on the impact of the TRAX Platform boasts these impressive results:

50-75% more efficient by restoring coordination and control with back of the house tools.

75-100% more accurate due to improved communications with customers and staff.

10-20 hours per week saved by streamlining operational management and minimizing mistakes.

TAKE CARE OF BUSY CUSTOMERS
Front of House Features

Convenience and quality is a click away. The user-friendly mobile interface gives every customer access to online ordering on any device. With unlimited access to your menu from anywhere, customers can maximize meal times around their schedule and yours.

Convenient Mobile Interface
Customers can order online from their desktop or mobile device, quickly navigating menus with enhanced keyword search or filtering by menu tags.

Online Wallets
Customers can save payment information in a secure system to speed up the checkout process for future orders, encouraging repeat business and improving customer experience.

Easy Checkout
The TRAX Platform makes it quick and easy for customers to place repeat orders in a few clicks. A mini cart lets customers keep tabs as they shop, while easy up-selling of add-ons increases check averages.

Nutritional Information
Enhance your menu with accurate, clear, and consistent nutritional information customers are looking for when ordering. Add FDA-compliant caloric information and other desired nutritional facts with TRAXTrition.
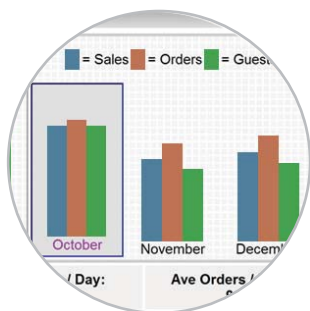
Scalable Capabilities
CaterTrax partners with large multi-units across the nation that don't want to utilize multiple disparate systems to manage sales data, order history, or customer data.Enterprise management is made simple by offering each location a customized solution that will roll up key data points for corporate-wide reporting, promotions, and branding. We also provide a portfolio of professional and managed services that can enrich the functionality of your CaterTrax solution.
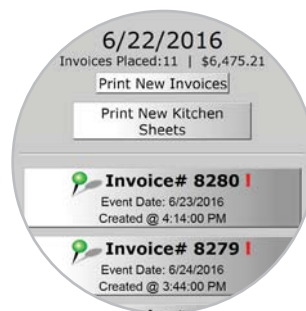
EXCEPTIONAL STAFF PERFORMANCE
Back of House Features

Operators can easily manage lead times and set date and time blocks to remove the stress of last minute orders. Production features keep operations organized during busy times. Prepaid orders and pickup and delivery options reduce café lines at peak meal times and take the pressure off busy staff.
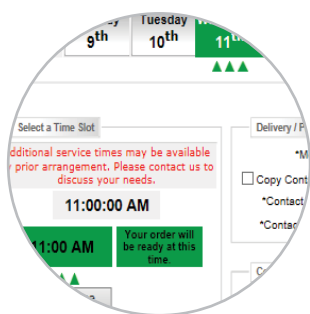
Dynamic Reporting
The TRAX Platform automatically captures powerful data that gives you visibility into historical trends through reporting, so you can make better business decisions.

Live Order Monitor
Easily keep track of orders in real-time with an order monitor that displays a live, scrolling feed you can pop out and keep running when you're not logged into the TRAX Platform.

Lead Time Management
Your specific delivery and pickup times, locations, and hours of operation are built directly into the ordering process, so you can avoid impossible order requests.

Prepaid Orders
The convenience of pre-paying for take-out and delivery orders shrinks long lines and delivery times while increasing sales potential and customer satisfaction.
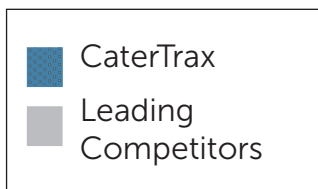
"Taking customer service to the next level! When I'm having a sour day I enjoy talking to my friends at TRAX Support. I consistently get helpful, friendly, professional service."

Megan Munson, Director of Catering, SUNY Delhi
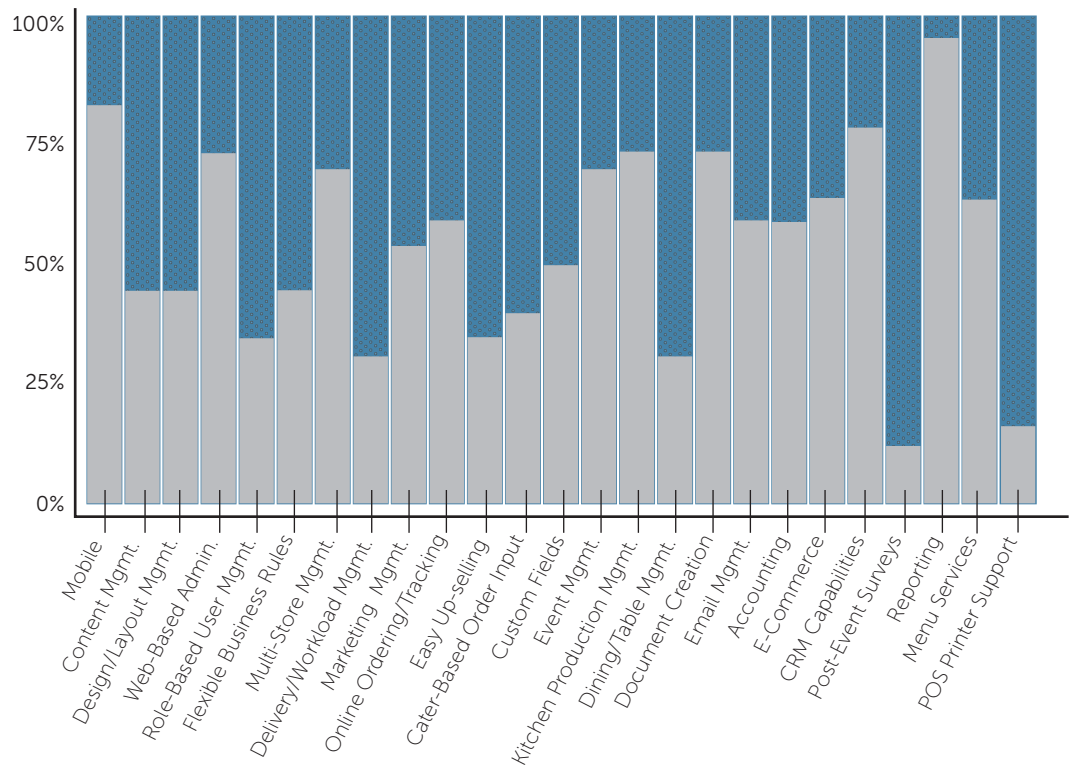
The Leading Catering Management Software
THE TRAX PLATFORM

The TRAX Platform is built by caterers for caterers. Our impressive portfolio of features speaks to our ability to meet all of your needs. The TRAX Platform is able to power your operations with a comprehensive suite of features our competitors can't provide in a single user-friendly system. CaterTrax offers 50% more features than our leading competitors combined. See how our solutions stack up below.

Legend:
- CaterTrax
- Leading Competitors

PERCENTAGE OF LEADING COMPETITORS WHO OFFER OUR FEATURES*

Chart axis labels (FEATURES):
Mobile, Content Mgmt., Design/Layout Mgmt., Web-Based Admin., Role-Based User Mgmt., Flexible Business Rules, Multi-Store Mgmt., Delivery/Workload Mgmt., Marketing Mgmt., Online Ordering/Tracking, Easy Up-selling, Cater-Based Order Input, Custom Fields, Event Mgmt., Kitchen Production Mgmt., Dining/Table Mgmt., Document Creation, Email Mgmt., Accounting, E-Commerce, CRM Capabilities, Post-Event Surveys, Reporting, Menu Services, POS Printer Support

* SOURCE: 2017 internal market research.

Supporting our Clients and Partners

We've found truly collaborating with those we serve is the secret ingredient to creating unforgettable experiences in our business and yours. Our solutions are designed to stand alone or seamlessly integrate so our technology can easily configure to the growing needs of your business now and in the future.

GET IN TOUCH

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CATERTRAX®