

FEAST CASE STUDY

Devour Catering
by J'Val Shuster



USING TPP

We have seen a big and positive change with using it and we aren't even fully using it in areas that I can see will continue to make a big difference. We recently brought on a Sales Manager and having TPP made this possible. It has been something I have wanted to do since before the pandemic but couldn't imagine how I could bring another person on when we did not have a shared system of working together.

Now that we do - I can more easily see a pathway to more growth for the company - and I don't just mean in terms of sales and dollars - but in terms of the team being able to focus on innovation and new ways of doing things and improving on the things we are doing - when you can cruise on the track instead of building the track and doing your work at the same time - so many improvements can be made.

LONG-TERM VALUE & STRATEGY

Oh my gosh! There truly isn't an area at Devour that has not been touched by TPP and there are still so many features that we are not fully using. TPP has definitely helped empower and strengthen the kitchen team now they have a system to record recipes, track food cost, and keep track of vendors. They can also see what is coming and can plan on a much longer term basis than before we had TPP. There is more collaboration between the kitchen and the sales team - information is power baby!!

And the event team has much better information from the worksheets than what we had before. And invoicing is literally a BREEZE compared to manually having to enter data from one format into another to invoice. Pretty excited about building out beverages to their full functionality, as well as packing lists, and equipment. We have literally only scratched the surface. And we are about to take on TPP Sales as well and so that will be another spoke of connectivity in the hub that is TPP.

It is definitely worth it. I sometimes look at the monthly fee not as an additional cost but as an investment that is helping to drive more collaboration, creativity, sales, and efficiency.

BENEFITS AND FUNCTIONALITY

The number of individual invoices/events that we been part of in December 2023 was the highest ever for that time period. It has increased by nearly 40% in that month alone. Without TPP I don't think we would have been able to take advantage of the pent up event demand that followed COVID. I can provide more specific examples if you like.

We started training and kind of using TPP in the Fall of 2019. We were about to launch using it in 2020 and then put it on hold because of the pandemic. We have been using TPP now since March of 2022. I chose TPP specifically because the interface was very user friendly and the proposals and reports were attractive for clients.