

Hotel Technology LEADERBOARDS



2019 Q2

INTRODUCTION

Hotel Technology Leaderboards | 2019 Q2

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Technology Executives,

Welcome to our fifth quarterly leaderboard report. This quarter we continued to make significant progress by expanding the scope, quality, and accuracy of the leaderboards. We are also excited to add several new vendors this quarter.

This quarter, we added several new leaderboards, including Customer Acquisition, splitting POS into Quick-Service/Full-Service/Retail Ordering, Kiosk (in-store/drive-thru), and Food Management.

To increase accuracy, we changed the functionality question auto-scoring model to increase the gap between Current Functionality and all other options. This change greater rewards current functionality over future functionality.






For executives who want a more relevant leaderboard to their specific brand(s), we continue to offer a Custom Grid service whereby in a 1-day engagement we add your weighting model to our RFI data to produce a detailed matrix of the participating vendors (Note: several vendors opt out of the leaderboards but still provide us their data for inclusion in these customer-specific Custom Grids). This allows you to rapidly short-list the right vendors before you spend your valuable resources on further evaluation.

We hope you find this quarter's leaderboard report helpful and welcome any feedback on how we can make it more useful in future quarters.

Allen Eskelin
CEO, Grid Decision



ADVISORY BOARD

Restaurant				Hotel
Quick-Service	Fast-Casual	Table-Service	Pizza-Service	Hotel Brands
				
Jack Clare SVP, Strategy & CIO Dunkin' Brands	Jyoti Lynch CIO Jamba Juice	Donagh Herlihy EVP, Digital & CIO Bloomin' Brands	Jenni Doyle past-VP, Business Tech Papa Murphy's	David Starmer CIO Sonesta Hotels

RESEARCH METHODOLOGY

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RESEARCH PRIORITIES

Objectivity

No Vendor Funding

policy at Grid Decision to ensure our clients trust our objectivity. See policy at griddecision.com

Transparency

We Share the Data

underlying our leaderboards with Custom Grid clients.

Accuracy

Quarterly Feedback

from vendors and clients and validate accuracy via demos from new participants.

RESEARCH METHODOLOGY

1

Vendors fill out 2650+ question RFI and refresh quarterly

3

Clients engage us to apply their priorities to our data in a 1-day engagement

4

This results in a detailed Custom Grid to help you quantitatively short-list vendors

2



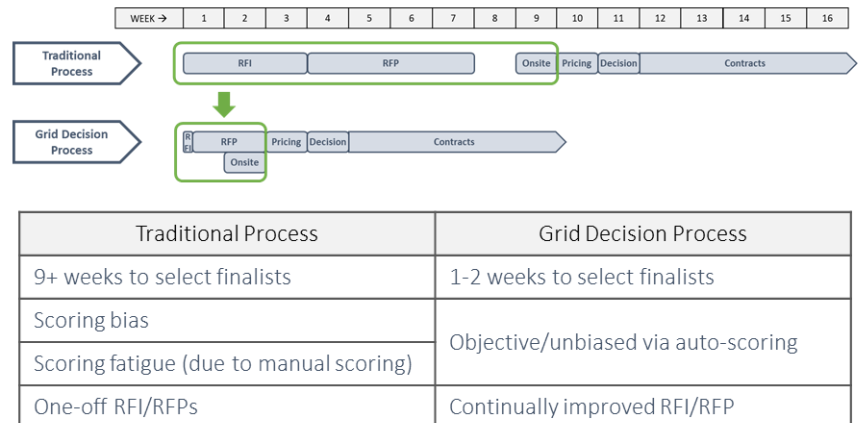
We publish quarterly leaderboards publicly

Enterprise Chains

SMB Chains

5

We will sell Market Grids to SMB chains on griddecision.com



MULTI-BRAND

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Customer	Ordering	Digital	Operations	Hardware Services
Acquisition				
POS Agnostic				
1	Agilysys	41.0%		
POS Required				
1	Linga	51.5%		
2	NorthStar	44.0%		
Loyalty				
POS Agnostic				
1	Squirrel	46.1%		
POS Required				
1	NorthStar	55.7%		
2	Linga	51.5%		
Quick-Service POS				
1	NorthStar	66.0%		
2	Plum	64.5%		
3	NCR Aloha	64.2%		
4	Squirrel	63.9%		
5	Agilysys	59.8%		
6	Linga	55.1%		
Full-Service POS				
1	Squirrel	65.4%		
2	NorthStar	63.5%		
3	NCR Aloha	60.8%		
4	Plum	59.5%		
5	Agilysys	59.2%		
6	Linga	58.1%		
Kiosk In-store				
POS Agnostic				
1	Squirrel	56.0%		
2	NCR Aloha	55.1%		
POS Required				
1	NorthStar	62.5%		
2	Plum	60.0%		
3	Linga	59.2%		
4	Agilysys	50.8%		
Mobile Ordering				
POS Agnostic				
1	TakeOutTech	56.3%		
2	MonkeyMedia	51.9%		
POS Required				
1	Linga	62.9%		
2	NorthStar	62.1%		
3	Plum	61.1%		
4	NCR Aloha	59.0%		
5	Agilysys	51.0%		
Online Ordering				
POS Agnostic				
1	MonkeyMedia	57.2%		
2	TakeOutTech	56.5%		
POS Required				
1	NorthStar	63.6%		
2	Linga	63.1%		
3	Plum	61.4%		
4	NCR Aloha	59.9%		
5	Agilysys	52.8%		
Catering				
POS Agnostic				
1	TakeOutTech	47.9%		
POS Required				
1	NorthStar	49.1%		
2	Linga	48.6%		
Kitchen Operations				
POS Agnostic				
1	Plum	59.2%		
2	Agilysys	58.7%		
3	Squirrel	52.4%		
4	eRestaurant	44.6%		
5	Hubworks	41.2%		
POS Required				
1	NCR Aloha	63.4%		
2	Linga	50.7%		
3	NorthStar	49.7%		
Workforce Management				
POS Agnostic				
1	eRestaurant	74.7%		
2	Hubworks	72.3%		
3	Plum	71.1%		
4	Squirrel	51.8%		
Inventory Management				
POS Agnostic				
1	eRestaurant	66.7%		
2	Plum	66.4%		
3	Hubworks	64.2%		
4	NCR Aloha	60.0%		
5	Agilysys	59.8%		
6	NorthStar	48.1%		
7	Squirrel	42.2%		
POS Required				
1	Linga	54.5%		
Food Management				
POS Agnostic				
1	eRestaurant	68.6%		
2	Plum	67.5%		
3	Hubworks	66.2%		
4	NCR Aloha	60.3%		
5	Agilysys	49.3%		
6	NorthStar	47.8%		
Deployment				
1	NCR	56.5%		
2	RTG	50.0%		
3	Level10	48.2%		
4	CBS	39.7%		
Maintenance				
1	NCR	51.3%		
2	Level10	47.0%		
3	RTG	44.9%		
4	CBS	34.6%		

- Leaderboard Criteria:**
- Scope: North America
 - Criteria: all markets experience, all categories

- Statement of Objectivity:**
- No funding from vendors
 - RFI questions are auto-scored

HOTEL BRANDS

Hotel Technology Leaderboards | 2019 Q2



Customer

Acquisition		
POS Agnostic		
1	Agilysys	41.0%
POS Required		
1	Linga	51.5%
2	NorthStar	44.0%

Loyalty		
POS Agnostic		
1	Squirrel	46.1%
POS Required		
1	NorthStar	55.7%
2	Linga	51.5%

Ordering

Quick-Service POS		
1	NorthStar	66.0%
2	Squirrel	64.5%
3	Plum	64.5%
4	NCR Aloha	64.2%
5	Agilysys	59.8%
6	Linga	55.1%

Full-Service POS		
1	Squirrel	66.0%
2	NorthStar	63.5%
3	NCR Aloha	60.8%
4	Agilysys	60.1%
5	Plum	59.5%
6	Linga	58.1%

Kiosk In-store		
POS Agnostic		
1	Squirrel	56.0%
2	NCR Aloha	55.1%
POS Required		
1	NorthStar	62.5%
2	Plum	60.0%
3	Linga	59.2%
4	Agilysys	50.8%

Digital

Mobile Ordering		
POS Agnostic		
1	TakeOutTech	56.3%
2	MonkeyMedia	51.9%
POS Required		
1	Linga	62.9%
2	NorthStar	62.1%
3	Plum	61.1%
4	NCR Aloha	59.0%
5	Agilysys	51.0%

Online Ordering		
POS Agnostic		
1	MonkeyMedia	57.2%
2	TakeOutTech	56.5%
POS Required		
1	NorthStar	63.6%
2	Linga	63.1%
3	Plum	61.4%
4	NCR Aloha	59.9%
5	Agilysys	52.8%

Catering		
POS Agnostic		
1	TakeOutTech	47.9%
POS Required		
1	NorthStar	49.1%
2	Linga	48.6%

Operations

Kitchen Operations		
POS Agnostic		
1	Plum	59.2%
2	Agilysys	58.3%
3	Squirrel	52.1%
4	eRestaurant	44.6%
5	Hubworks	40.8%
POS Required		
1	NCR Aloha	63.4%
2	Linga	50.7%
3	NorthStar	49.7%

Workforce Management		
POS Agnostic		
1	eRestaurant	74.7%
2	Hubworks	71.7%
3	Plum	71.1%
4	Squirrel	51.8%

Inventory Management		
POS Agnostic		
1	eRestaurant	66.7%
2	Plum	66.4%
3	Hubworks	63.6%
4	NCR Aloha	60.0%
5	Agilysys	59.8%
6	NorthStar	48.1%
7	Squirrel	42.2%
POS Required		
1	Linga	54.5%

Food Management		
POS Agnostic		
1	eRestaurant	68.6%
2	Plum	67.5%
3	Hubworks	65.6%
4	NCR Aloha	60.3%
5	Agilysys	49.3%
6	NorthStar	47.8%

Hardware Services

Deployment		
1	NCR	56.5%
2	RTG	49.6%
3	Level10	48.2%
4	CBS	39.7%

Maintenance		
1	NCR	51.3%
2	Level10	47.0%
3	RTG	44.4%
4	CBS	34.6%

Leaderboard Criteria:

- Scope: North America
- Criteria: hotel brands market experience, all categories

Statement of Objectivity:

- No funding from vendors
- RFI questions are auto-scored

INDEPENDENT HOTELS

Hotel Technology Leaderboards | 2019 Q2

Customer	Ordering	Digital	Operations	Hardware Services
Acquisition				
POS Agnostic				
1	Agilysys	41.0%		
POS Required				
1	Linga	51.5%		
2	NorthStar	44.0%		
Loyalty				
POS Agnostic				
1	Squirrel	46.1%		
POS Required				
1	NorthStar	55.7%		
2	Linga	51.5%		
Quick-Service POS				
1	NorthStar	66.0%		
2	Plum	64.5%		
3	NCR Aloha	64.2%		
4	Squirrel	63.4%		
5	Agilysys	59.8%		
6	Linga	55.1%		
Full-Service POS				
1	Squirrel	64.8%		
2	NorthStar	63.5%		
3	NCR Aloha	60.8%		
4	Plum	59.5%		
5	Agilysys	59.0%		
6	Linga	58.1%		
Kiosk In-store				
POS Agnostic				
1	Squirrel	56.0%		
2	NCR Aloha	55.1%		
POS Required				
1	NorthStar	62.5%		
2	Plum	60.0%		
3	Linga	59.2%		
4	Agilysys	50.8%		
Mobile Ordering				
POS Agnostic				
1	TakeOutTech	56.3%		
2	MonkeyMedia	51.9%		
POS Required				
1	Linga	62.9%		
2	NorthStar	62.1%		
3	Plum	61.1%		
4	NCR Aloha	59.0%		
5	Agilysys	51.0%		
Online Ordering				
POS Agnostic				
1	MonkeyMedia	57.2%		
2	TakeOutTech	56.5%		
POS Required				
1	NorthStar	63.6%		
2	Linga	63.1%		
3	Plum	61.4%		
4	NCR Aloha	59.9%		
5	Agilysys	52.8%		
Catering				
POS Agnostic				
1	TakeOutTech	47.9%		
POS Required				
1	NorthStar	49.1%		
2	Linga	48.6%		
Kitchen Operations				
POS Agnostic				
1	Agilysys	59.6%		
2	Plum	59.2%		
3	Squirrel	52.1%		
4	eRestaurant	44.6%		
5	Hubworks	42.0%		
POS Required				
1	NCR Aloha	63.4%		
2	Linga	50.7%		
3	NorthStar	49.7%		
Workforce Management				
POS Agnostic				
1	eRestaurant	74.7%		
2	Hubworks	73.5%		
3	Plum	71.1%		
4	Squirrel	51.8%		
Inventory Management				
POS Agnostic				
1	eRestaurant	66.7%		
2	Plum	66.4%		
3	Hubworks	65.4%		
4	NCR Aloha	60.0%		
5	Agilysys	59.8%		
6	NorthStar	48.1%		
7	Squirrel	42.2%		
POS Required				
1	Linga	54.5%		
Food Management				
POS Agnostic				
1	eRestaurant	68.6%		
2	Plum	67.5%		
3	Hubworks	67.5%		
4	NCR Aloha	60.3%		
5	Agilysys	49.3%		
6	NorthStar	47.8%		
Deployment				
1	NCR	56.5%		
2	RTG	49.6%		
3	Level10	48.2%		
4	CBS	39.7%		
Maintenance				
1	NCR	51.3%		
2	Level10	47.0%		
3	RTG	44.4%		
4	CBS	34.6%		

Leaderboard Criteria:

- Scope: North America
- Criteria: independent hotel market experience, all categories

Statement of Objectivity:

- No funding from vendors
- RFI questions are auto-scored

CASINO & GAMING

Hotel Technology Leaderboards | 2019 Q2

Customer	Ordering	Digital	Operations	Hardware Services
Acquisition				
POS Agnostic				
1	Agilysys	41.0%		
POS Required				
1	Linga	51.5%		
2	NorthStar	44.0%		
Loyalty				
POS Agnostic				
1	Squirrel	46.1%		
POS Required				
1	NorthStar	55.7%		
2	Linga	51.5%		
Quick-Service POS				
1	NorthStar	66.0%		
2	Plum	64.5%		
3	NCR Aloha	64.2%		
4	Squirrel	63.5%		
5	Agilysys	59.8%		
6	Linga	55.1%		
Full-Service POS				
1	Squirrel	64.9%		
2	NorthStar	63.5%		
3	NCR Aloha	60.8%		
4	Plum	59.5%		
5	Agilysys	59.0%		
6	Linga	58.1%		
Kiosk In-store				
POS Agnostic				
1	Squirrel	56.0%		
2	NCR Aloha	55.1%		
POS Required				
1	NorthStar	62.5%		
2	Plum	60.0%		
3	Linga	59.2%		
4	Agilysys	50.8%		
Mobile Ordering				
POS Agnostic				
1	TakeOutTech	56.3%		
2	MonkeyMedia	51.9%		
POS Required				
1	Linga	62.9%		
2	NorthStar	62.1%		
3	Plum	61.1%		
4	NCR Aloha	59.0%		
5	Agilysys	51.0%		
Online Ordering				
POS Agnostic				
1	MonkeyMedia	57.2%		
2	TakeOutTech	56.5%		
POS Required				
1	NorthStar	63.6%		
2	Linga	63.1%		
3	Plum	61.4%		
4	NCR Aloha	59.9%		
5	Agilysys	52.8%		
Catering				
POS Agnostic				
1	TakeOutTech	47.9%		
POS Required				
1	NorthStar	49.1%		
2	Linga	48.6%		
Kitchen Operations				
POS Agnostic				
1	Plum	59.2%		
2	Agilysys	58.3%		
3	Squirrel	52.1%		
4	eRestaurant	44.6%		
5	Hubworks	40.8%		
POS Required				
1	NCR Aloha	63.4%		
2	Linga	50.7%		
3	NorthStar	49.7%		
Workforce Management				
POS Agnostic				
1	eRestaurant	74.7%		
2	Hubworks	71.7%		
3	Plum	71.1%		
4	Squirrel	51.8%		
Inventory Management				
POS Agnostic				
1	eRestaurant	74.7%		
2	Hubworks	71.7%		
3	Plum	71.1%		
4	NCR Aloha	66.7%		
5	Squirrel	51.8%		
6	NorthStar	49.8%		
7	Agilysys	38.3%		
POS Required				
1	Linga	29.4%		
Food Management				
POS Agnostic				
1	eRestaurant	68.6%		
2	Plum	67.5%		
3	Hubworks	65.6%		
4	NCR Aloha	60.3%		
5	Agilysys	49.3%		
6	NorthStar	47.8%		
Deployment				
1	NCR	56.5%		
2	RTG	50.5%		
3	Level10	48.2%		
4	CBS	39.7%		
Maintenance				
1	NCR	51.3%		
2	Level10	47.0%		
3	RTG	45.4%		
4	CBS	34.6%		

Leaderboard Criteria:

- Scope: North America
- Criteria: casino & gaming market experience, all categories

Statement of Objectivity:

- No funding from vendors
- RFI questions are auto-scored

RESORTS

Hotel Technology Leaderboards | 2019 Q2

Customer	Ordering	Digital	Operations	Hardware Services
Acquisition				
POS Agnostic				
1	Agilysys	41.0%		
POS Required				
1	Linga	51.5%		
2	NorthStar	44.0%		
Loyalty				
POS Agnostic				
1	Squirrel	46.1%		
POS Required				
1	NorthStar	55.7%		
2	Linga	51.5%		
Quick-Service POS				
1	NorthStar	66.0%		
2	Plum	64.5%		
3	Squirrel	64.5%		
4	NCR Aloha	64.2%		
5	Agilysys	59.8%		
6	Linga	55.1%		
Full-Service POS				
1	Squirrel	65.9%		
2	NorthStar	63.5%		
3	NCR Aloha	60.8%		
4	Plum	59.5%		
5	Agilysys	59.0%		
6	Linga	58.1%		
Kiosk In-store				
POS Agnostic				
1	Squirrel	56.0%		
2	NCR Aloha	55.1%		
POS Required				
1	NorthStar	62.5%		
2	Plum	60.0%		
3	Linga	59.2%		
4	Agilysys	50.8%		
Mobile Ordering				
POS Agnostic				
1	TakeOutTech	56.3%		
2	MonkeyMedia	51.9%		
POS Required				
1	Linga	62.9%		
2	NorthStar	62.1%		
3	Plum	61.1%		
4	NCR Aloha	59.0%		
5	Agilysys	51.0%		
Online Ordering				
POS Agnostic				
1	MonkeyMedia	57.2%		
2	TakeOutTech	56.5%		
POS Required				
1	NorthStar	63.6%		
2	Linga	63.1%		
3	Plum	61.4%		
4	NCR Aloha	59.9%		
5	Agilysys	52.8%		
Catering				
POS Agnostic				
1	TakeOutTech	47.9%		
POS Required				
1	NorthStar	49.1%		
2	Linga	48.6%		
Kitchen Operations				
POS Agnostic				
1	Plum	59.2%		
2	Agilysys	58.3%		
3	Squirrel	53.3%		
4	eRestaurant	44.6%		
5	Hubworks	40.8%		
POS Required				
1	NCR Aloha	63.4%		
2	Linga	50.7%		
3	NorthStar	49.7%		
Workforce Management				
POS Agnostic				
1	eRestaurant	74.7%		
2	Hubworks	71.7%		
3	Plum	71.1%		
4	Squirrel	51.8%		
Inventory Management				
POS Agnostic				
1	eRestaurant	74.7%		
2	Hubworks	71.7%		
3	Plum	71.1%		
4	NCR Aloha	66.7%		
5	Squirrel	51.8%		
6	NorthStar	49.8%		
7	Agilysys	38.3%		
POS Required				
1	Linga	29.4%		
Food Management				
POS Agnostic				
1	eRestaurant	68.6%		
2	Plum	67.5%		
3	Hubworks	65.6%		
4	NCR Aloha	60.3%		
5	Agilysys	49.3%		
6	NorthStar	47.8%		
Deployment				
1	NCR	56.5%		
2	RTG	50.5%		
3	Level10	48.2%		
4	CBS	39.7%		
Maintenance				
1	NCR	51.3%		
2	Level10	47.0%		
3	RTG	45.4%		
4	CBS	34.6%		

Leaderboard Criteria:

- Scope: North America
- Criteria: resorts market experience, all categories

Statement of Objectivity:

- No funding from vendors
- RFI questions are auto-scored

Customer	Ordering	Digital	Operations	Hardware Services
Acquisition				
POS Agnostic				
1	Agilysys	51.2%		
POS Required				
1	Linga	64.3%		
2	NorthStar	53.1%		
Loyalty				
POS Agnostic				
1	Squirrel	57.6%		
POS Required				
1	NorthStar	67.8%		
2	Linga	64.4%		
Quick-Service POS				
1	NorthStar	80.6%		
2	Plum	80.6%		
3	Squirrel	78.7%		
4	NCR Aloha	76.7%		
5	Agilysys	74.7%		
6	Linga	68.6%		
Full-Service POS				
1	Squirrel	78.5%		
2	NorthStar	77.1%		
3	Plum	74.4%		
4	Agilysys	73.6%		
5	NCR Aloha	72.8%		
6	Linga	72.6%		
Kiosk In-store				
POS Agnostic				
1	Squirrel	70.1%		
2	NCR Aloha	68.9%		
POS Required				
1	NorthStar	76.2%		
2	Plum	74.9%		
3	Linga	73.9%		
4	Agilysys	63.5%		
Mobile Ordering				
POS Agnostic				
1	TakeOutTech	69.5%		
2	MonkeyMedia	63.4%		
POS Required				
1	Linga	78.6%		
2	Plum	76.3%		
3	NorthStar	75.8%		
4	NCR Aloha	72.6%		
5	Agilysys	63.7%		
Online Ordering				
POS Agnostic				
1	MonkeyMedia	70.0%		
2	TakeOutTech	69.8%		
POS Required				
1	Linga	78.8%		
2	NorthStar	77.6%		
3	Plum	76.7%		
4	NCR Aloha	72.9%		
5	Agilysys	66.0%		
Catering				
POS Agnostic				
1	TakeOutTech	66.6%		
POS Required				
1	Linga	72.7%		
2	NorthStar	71.4%		
Kitchen Operations				
POS Agnostic				
1	Plum	73.9%		
2	Agilysys	72.9%		
3	Squirrel	64.1%		
4	eRestaurant	51.3%		
5	Hubworks	50.5%		
POS Required				
1	NCR Aloha	76.4%		
2	Linga	63.3%		
3	NorthStar	60.5%		
Workforce Management				
POS Agnostic				
1	eRestaurant	84.7%		
2	Hubworks	84.0%		
3	Plum	83.6%		
4	Squirrel	60.3%		
Inventory Management				
POS Agnostic				
1	Plum	77.4%		
2	eRestaurant	75.3%		
3	Hubworks	74.6%		
4	Agilysys	70.3%		
5	NCR Aloha	68.6%		
6	NorthStar	55.3%		
7	Squirrel	49.6%		
POS Required				
1	Linga	64.1%		
Food Management				
POS Agnostic				
1	Plum	78.8%		
2	eRestaurant	77.7%		
3	Hubworks	76.9%		
4	NCR Aloha	69.0%		
5	Agilysys	58.0%		
6	NorthStar	55.0%		
Deployment				
1	NCR	79.6%		
2	Level10	77.9%		
3	RTG	77.5%		
4	CBS	68.0%		
Maintenance				
1	Level10	70.6%		
2	NCR	67.8%		
3	RTG	65.0%		
4	CBS	54.3%		

Leaderboard Criteria:

- Scope: North America
- Criteria: all markets experience a low factor, all categories

Statement of Objectivity:

- No funding from vendors
- RFI questions are auto-scored

SOLUTION-ONLY

Hotel Technology Leaderboards | 2019 Q2

Customer	Ordering	Digital	Operations
Acquisition			
POS Agnostic			
1 Agilysys			
POS Required			
1 Linga			
2 NorthStar			
Loyalty			
POS Agnostic			
1 Squirrel			
POS Required			
1 NorthStar			
2 Linga			
Quick-Service POS			
1 Plum	86.9%		
2 NorthStar	85.8%		
3 Squirrel	84.3%		
4 NCR Aloha	82.4%		
5 Agilysys	80.4%		
6 Linga	72.3%		
Full-Service POS			
1 Squirrel	83.4%		
2 NorthStar	81.3%		
3 Plum	79.2%		
4 Agilysys	78.8%		
5 NCR Aloha	77.8%		
6 Linga	77.8%		
Kiosk In-store			
POS Agnostic			
1 Squirrel	74.0%		
2 NCR Aloha	74.0%		
POS Required			
1 NorthStar	80.4%		
2 Plum	80.0%		
3 Linga	78.8%		
4 Agilysys	66.6%		
Mobile Ordering			
POS Agnostic			
1 TakeOutTech	74.4%		
2 MonkeyMedia	64.4%		
POS Required			
1 Linga	84.5%		
2 Plum	81.6%		
3 NorthStar	79.9%		
4 NCR Aloha	78.2%		
5 Agilysys	66.9%		
Online Ordering			
POS Agnostic			
1 TakeOutTech	74.8%		
2 MonkeyMedia	72.5%		
POS Required			
1 Linga	84.9%		
2 Plum	82.1%		
3 NorthStar	82.1%		
4 NCR Aloha	78.3%		
5 Agilysys	69.7%		
Catering			
POS Agnostic			
1 TakeOutTech	76.4%		
POS Required			
1 Linga	83.8%		
2 NorthStar	81.1%		
Kitchen Operations			
POS Agnostic			
1 Plum	78.7%		
2 Agilysys	78.0%		
3 Squirrel	66.2%		
4 eRestaurant	49.5%		
5 Hubworks	49.5%		
POS Required			
1 NCR Aloha	82.4%		
2 Linga	65.8%		
3 NorthStar	61.0%		
Workforce Management			
POS Agnostic			
1 eRestaurant	90.2%		
2 Hubworks	90.1%		
3 Plum	90.1%		
4 Squirrel	61.5%		
Inventory Management			
POS Agnostic			
1 Plum	82.3%		
2 eRestaurant	78.8%		
3 Hubworks	78.7%		
4 Agilysys	74.6%		
5 NCR Aloha	72.5%		
6 NorthStar	54.7%		
7 Squirrel	48.9%		
POS Required			
1 Linga	66.5%		
Food Management			
POS Agnostic			
1 Plum	83.9%		
2 eRestaurant	81.6%		
3 Hubworks	81.5%		
4 NCR Aloha	73.0%		
5 Agilysys	59.7%		
6 NorthStar	54.4%		

Leaderboard Criteria:

- Scope: North America
- Criteria: all categories, no experience or services factored

Statement of Objectivity:

- No funding from vendors
- RFI questions are auto-scored

Client Success

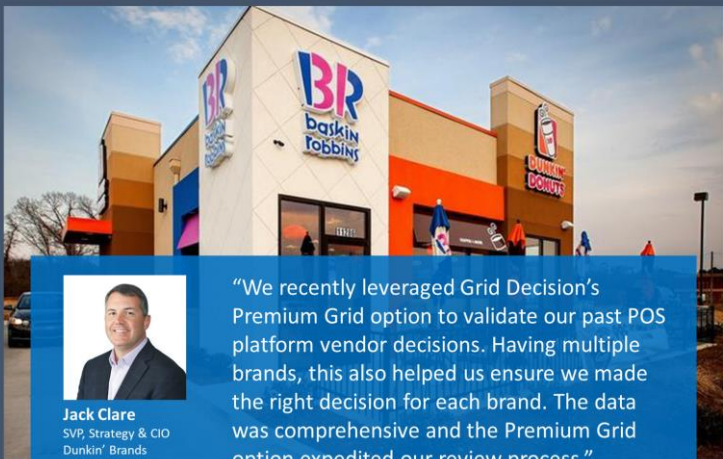
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David Starmer
Chief Information Officer
Sonesta Hotels


"Sonesta International Hotels Corporation leveraged Grid Decision's Premium Grid to select a new brand standard POS platform. Our teams were able to quickly and thoroughly evaluate the marketplace using Grid Decision's methodology. I feel confident that the result of this process is a well-informed, objective outcome which will best serve the long term needs of our rapidly growing brands."






Jack Clare
SVP, Strategy & CIO
Dunkin' Brands

"We recently leveraged Grid Decision's Premium Grid option to validate our past POS platform vendor decisions. Having multiple brands, this also helped us ensure we made the right decision for each brand. The data was comprehensive and the Premium Grid option expedited our review process."





Jenni Doyle
VP, Business Technology
Papa Murphy's

"When we were revisiting our decisions for POS software, hardware, and services, we wanted to move quickly yet our day-to-day workload was not going to allow that to happen. Engaging with Peak Portfolio to use the Custom Grid solution allowed us to do an in-depth RFI/RFP process without having to put in-flight efforts on hold. We found the information that existed in the tool to be complete for our industry and the ability to change the weightings allowed us to customize to fit our specific brand needs."





Jyoti Lynch
CIO
Jamba Juice

"Peak Portfolio helped us select our next gen POS software, hardware, and services vendors rapidly and objectively while ensuring alignment with our franchisee advisory board. Using their Grid Decision Premium Grid and applying our weighting to their data allowed us to accomplish in 1 day what would have taken us 4-6 weeks in a typical RFP process. This rapid vendor selection approach was innovative and well worth the investment"





Alex Oliva
VP of IT
Dutch Bros Coffee

"Dutch Bros brought Peak Portfolio in to leverage their Grid Decision Premium Grid product to support us in evaluating potential POS platform partners. This system provided us with quality research and assessments that saved us considerable time in our due diligence. I was impressed with the thoroughness and quality of the results. The Premium Grid played a key role in providing us with a high level of consolidated information as well as helping us develop quality questions for our potential partners as well. I'd like to thank Peak Portfolio for their commitment and for introducing us to the Grid Decision Premium Grid product. They provided us a valuable tool which helped us support our ultimate decision in choosing our future POS partner."

<Your Testimony Here>
Become our next client success story

Schedule an intro call at
griddecision.com