FoodDocs VS Food Alert

Key features	FoodDocs	FoodAlert / Alert 65
TARGET CUSTOMERS	Perfect for both, food production and food services with several locations. Focus on the US & UK markets and its customer wishes.	Tailored specifically for multi-sited food service companies, which may make the software and its features less suitable for other sectors. The software requires an on-site setup with a consultant, which can make the onboarding process lengthy and time-consuming.
EASE OF USE	Intuitive app and desktop solution, making it easy to navigate for all users, from teams to management. Users consistently highlight ease of use and simplicity in customer reviews.	Less user-friendly due to slow performance on both the app and desktop.
SETUP	Offers a wide range of monitoring task templates to simplify the setup process. Modular design allows users to choose and use features independently, providing flexibility in how the system is adopted.	A consultant is required for manual setup on-site, which can make the entire setup and customization process slower.
CUSTOMIZABILITY	All tasks are fully customizable to meet the chosen food safety standards.	Offers flexibility in customization options, but all adjustments require customer support involvement.
HACCP PLAN	Enables you to create a HACCP Plan in 1 hour, using AI. The setup process is fast and straightforward, thanks to pre-filled fields. HACCP content is fully customizable for your company's specifics.	You can manually create your digital HACCP plan from scratch, though it can be quite time-consuming. There is no option to download your HACCP plan after creating it in the software.
MONITORING	An all-in-one monitoring solution accessible from all devices. The mobile app includes educational instructions to help train the team effectively. The smart app automatically fills in monitoring checks based on previously entered data.	Monitoring cannot be performed on a computer desktop, limiting functionality to mobile devices. Includes dedicated supplier management feature. There is no pre-fill option; all data must be entered from scratch, which can be time-consuming.
TRACEABILITY AND RECALL MANAGEMENT	All-in-one traceability solution simplifies the process, enabling logs to be completed quickly and efficiently. Everything you need is available in a single view, making the process intuitive and easy to navigate.	✖
TEMPLATES & EDUCATIONAL RESOURCES	200+ free templates available for managing your company's food safety.	✖
DATA & OVERVIEW	You can extract all data as CSV or XLS files, allowing you to select the monitoring log, date range, and export data in a format that's easy to analyze.	Great general reporting options allow you to select one or multiple locations or groups (regions) to display results whether on xls, png, jpg, pdf, svg format.
TEAM MANAGEMENT	Monitoring tasks can be set up by roles, equipment, or rooms, improving team efficiency in completion. Smart notifications allow tracking the validity of team certificates and training documents.	Highly advanced task assignment management.
RECIPE MANAGEMENT	Includes allergen management, including automatically created allergen matrix.	Comprehensive menu management, including recipe and allergen management with a matrix.
INTEGRATION WITH SENSORS	✔	✖ Food Alert does not have an API available
WEB & MOBILE ACCESSIBILITY	iOS Android Web	iOS Android Web
FREE TRIAL AVAILABILITY	✔ (14 days)	✖
PRICING	Starts at £179/month for up to 5 users. Tailor-made pricing is available for larger teams upon request.	Prices start at £20,000 per year. An annual membership is required for access.
ONBOARDING	Full 45-day support with your own dedicated support manager. Price starts with £899 one-time fee.	Seems to offer only on-site onboarding that makes the service slow and expensive. Onboarding pricing and process details are available upon request.
CUSTOMER SUPPORT & HELP	Top-notch customer support with a satisfaction rate of 98% from our NPS survey. A comprehensive Knowledge Base with educational instructions and resources.	Chat, 24/7 (Live rep), Phone Support, Knowledge Base, FAQs/Forum, Email/Help Desk.
CUSTOMER FEEDBACK & REVIEWS	4.8+ customer feedback score on all major review sites, including Capterra, SourceForge, and G2.	Several feedback in most-common sites, but unfortunately all feedback is about on-site audit consultants, not about the software.

Why prefer FoodDocs?
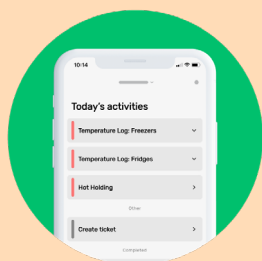
User-friendly
FoodDocs features an intuitive app and desktop solution praised for its ease of use, while FoodAlert is less user-friendly and requires customer support for ongoing customization
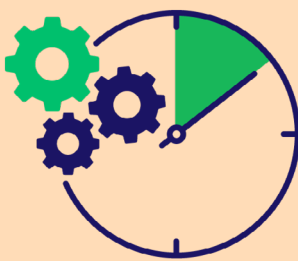
Fast and flexible
FoodDocs offers a fast, intuitive app for easy navigation and self-service, while FoodAlert is less user-friendly due to slower performance on both app and desktop

Transparent and trustworthy
You can try FoodDocs with minimal commitment, as it doesn't require a long-term contract, while FoodAlert mandates a commitment of at least 1-2 years

*Source

FoodDocs
Food safety made easy
fooddocs.com