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# Pepper



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**Pepper helps transform customer experience for Troia Foods**

[Troia Foods](#) has partnered with e-commerce technology company [Pepper](#) to power its customer ordering and payments experience. The online platform will seamlessly integrate with their ERP and provide all Troia customers a faster, streamlined, and more reliable ordering and payments experience accessible on phone or computer.

“Launching online and mobile ordering using Pepper’s unique platform has made our business stronger,” said John Troia, CEO of Troia Foods. “It simplifies both our lives and our customers' lives immensely! Our family business has undergone many changes over the years, but this is by far one of the best ones.”

Since partnering with Pepper, Troia has seen an influx of sales, reduction in order entry errors, and more satisfied customers. Switching payment processing to Pepper also dramatically reduced the time sales representatives spend collecting checks from customers.

Troia Foods is family owned and operated, built on multiple generations within the gourmet food industry. With a steadfast mission to delight customers, it is a farm-to-fresh provider for many local restaurants. Adopting Pepper is the latest step Troia Foods has taken to change and evolve the family business to provide a better experience for customers. The company's commitment to innovation and customer service made partnering with Pepper an easy and natural choice.

“We are honored to be a part of the Troia family business history,” said Chetan Narain, chief technology officer of Pepper. “Getting the opportunity to help real people elevate their business is what we strive to do. Our team at Pepper is committed to working alongside the Troia team to unlock their full potential and create the best experience for their customers.”

Pepper’s mission is to modernize the food supply chain with its full service online ordering catalog and payment system that helps food distributors reach their full potential by growing sales, saving time and lowering expenses. Pepper generates transformational results for its partners, with clients seeing an average of 20 percent in sales growth, 77 percent reduction in order entry time post-adoption and 92 percent buyer satisfaction.

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