

Civica Catering Management (CCM)

Cloud software to help you build a successful sustainable catering service

Civica Catering Management (formerly known as Saffron) is the market-leading catering management system, trusted across the Education, Healthcare, Local Government and Hospitality sectors.

CCM enables organisations to standardise multi-site operations, ensure compliance, drive sustainability, deliver nutritious foodservices and control costs. By centralising operational and financial data, CCM provides the visibility, control and efficiency needed to manage catering services with confidence, ensuring consistent processes, informed decision-making and reliable compliance across every location.

CCM directly supports key sector challenges, including:

- Hospitals introducing electronic meal ordering, with real-time menu visibility to improve patient experience and reduce waste.
- Organisations working to reduce food waste, supported through forecasting, production planning and waste-tracking tools.
- Schools adopting dynamic purchasing to manage costs, ensuring compliant procurement, pricing control and robust financial oversight.
- Colleges requiring agile menu changes, with built-in allergen, nutritional and legislative controls to ensure safety and compliance.
- And many other operational sector challenges across large, complex foodservice environments.

Built on Civica's extensive catering management expertise across education, healthcare and public services, CCM offers flexible browser access and on/offline mobile capability, giving staff accurate, timely information to support planning, production and daily decision-making.

Delivered as SaaS, CCM evolves continuously through regular updates and enhancements - ensuring organisations always benefit from the latest functionality, strengthened compliance features and ongoing return on investment.

Features

- **Ingredient, Recipe & Menu Management:** Nutrition, allergens, CO₂, costing, recipe engineering, and compliant menu design.
- **Operational Kitchen Management:** Central production kitchens, stock tracking, waste management, cash sheets, and mobile/offline task support.
- **Procurement & Supplier Control:** Supplier catalogue/price management and end-to-end e-procurement workflows.
- **Compliance, Safety & Patient Care:** Paperless compliance, safe patient meal ordering, and wellbeing/customer menu portal.
- **Reporting & Analytics:** Operational, financial, sustainability, and compliance reporting from a single trusted data source.

Benefits

- **Efficient Multi-Site Management:** Standardise processes, protect brand integrity, and manage budgets proactively.
- **Assured Compliance & Quality:** Demonstrate regulatory compliance and support healthier, safer dietary choices.
- **Data Efficiency & Insight:** Enter data once, use it across the system, and gain comprehensive reporting for better decision-making.
- **Optimised Procurement:** Ensure compliant, cost-controlled purchasing through integrated procurement tools.

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

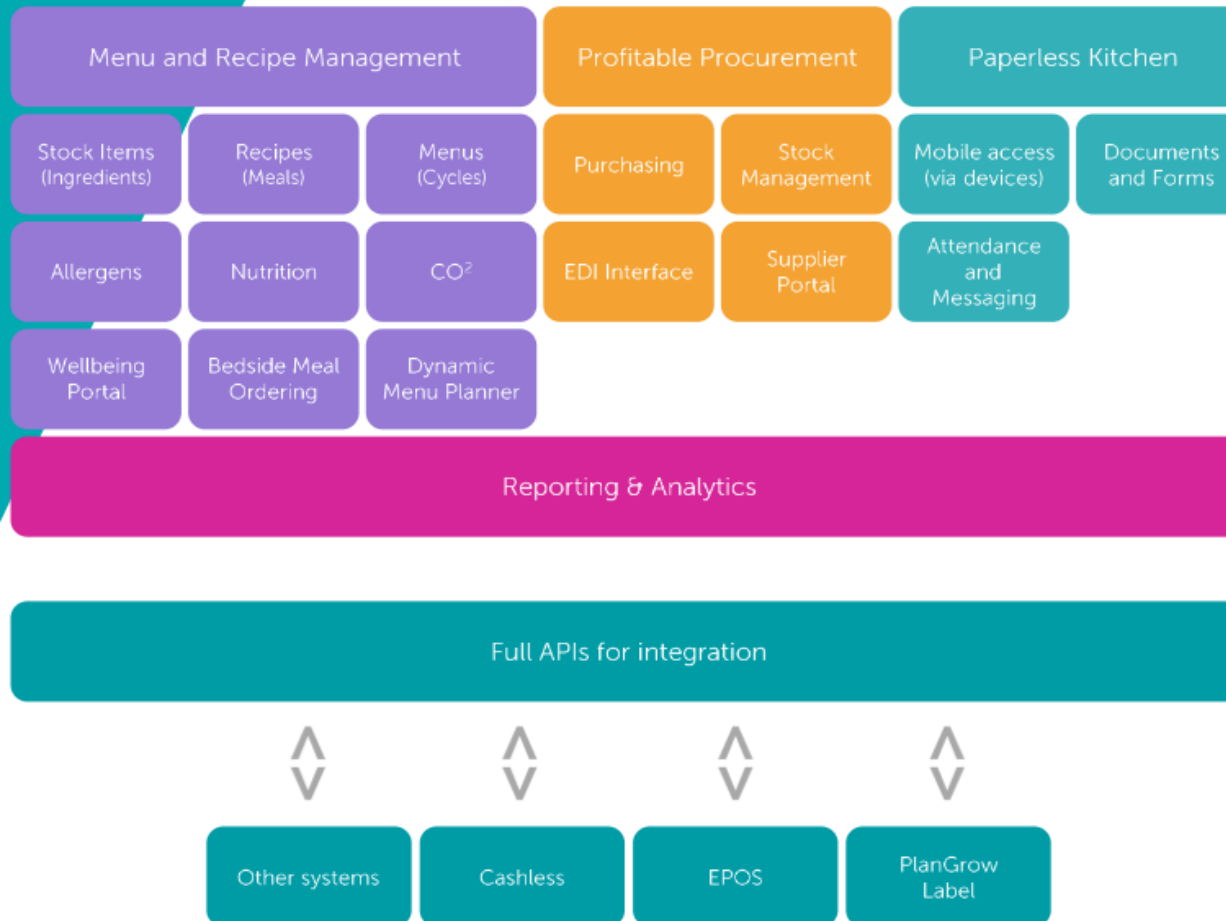
We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.



Certification Number 663
 ISO 9001
 ISO 14001
 ISO 27001
 ISO 22301
 ISO 45001
 ISO 27701

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Allergen and safety tools



Procurement management



Stock and inventory tracking



Supplier and catalogue management



Dynamic Menu Planner



Paperless kitchen



Reporting and analytics



Third-party integrations