



6 TECHNOLOGIES SHAPING THE RESTAURANT OF THE FUTURE

THE WHATS AND WHYS OF NEXT-GEN INFRASTRUCTURE FOR FUTURE-READY RESTAURANTS

1 > CLOUD

WHAT Top 5 systems restaurants currently run in the cloud

41%
Digital Ordering
(Online/Mobile)

41%
Workforce/
Labor
Management

33%
Back-Office

37%
CRM/
Loyalty

33%
POS

WHY With **44% of restaurants** saying that delivering technology projects faster is a concern, restaurants are actively exploring moving more applications to the cloud.

4 > ARTIFICIAL INTELLIGENCE

WHAT **44%** of restaurants think Artificial Intelligence (AI) provides the most potential for back- and front-of-house benefits.

WHY Forbes predicts AI technologies will increase productivity by **40% or more** and enable **38% profit gains by 2035**.

WHAT
1 out of 4
RESTAURANTS
ARE ENHANCING
GUEST WIFI
OFFERINGS.



2 > GUEST WIFI



WHY **64% of diners** will select a restaurant based on restaurant WiFi.

3 > DIGITAL SIGNAGE

WHAT **25% of restaurants** are making changes in digital menu boards in 2019.

WHY **40% of consumers** agree digital signage influences purchasing decisions.

5 > SELF-ORDERING

VOICE IS THE NEW KILLER APP!

WHAT **33% of restaurants** say voice control tech will be transformative.

WHY **28% of diners** want voice ordering. With the advancement in voice computing platforms, the same voice technology can support mobile, drive through, and kiosks seamlessly.



6 > INTERNET OF THINGS (IoT)

WHAT **52% OF RESTAURANTS** plan to have IoT strategies in 2019.

WHY IoT has the capacity to streamline operations including: food safety, inventory control, and food preparation. Consider delivery: IoT can be leveraged to track food while in transit, regardless of delivery provider, and monitor temperature and humidity in containers. Result? Improved customer experience!

SOURCES: Hospitality Technology's 2019 Restaurant Technology Study
Hospitality Technology's 2018 Customer Engagement Technology Study