



# Hot Topics to Shape the 2025 Tech Agenda

SEPTEMBER 16, 2024

# The Crunchtime Operations Management Platform





## Dave Kaprinski

Director of Restaurant  
Technology

- Ascent HM is parent company of Perkins and Huddle House
- Huddle House was established in 1964, while Perkins was established in 1958
- 568 locations all over the country, combination of corporate owned and franchisees for both concepts
- Crunchtime customer since 2012



## Dawn Gillis

SVP & CIO

- Golden Corral, America's favorite buffet chain, was established in 1973
- 353 locations in 9 districts & 3 divisions
- 99% franchised (with 3 corporate locations)
- Golden Corral Corp. has launched a QSR concept called Homeward Kitchen - 2 locations
- Crunchtime e-learning customer since 2003



## Chris White

Sr. Director of Inventory  
and Menu Systems

- OTG is reimagining the airport experience to enhance your journey and help you travel happier, healthier, and more connected
- Established in 1996, when the founder took over one restaurant location in the Philadelphia International Airport
- 350 locations across 11 of the world's busiest airports in the United States and Canada
- Crunchtime customer since 2015



# 2024 Initiatives & Outcomes



**+800 locations by 2026**

via QSR Magazine

**CAVA**

**+1,000 locations by 2032**

via Yahoo Finance

**sweetgreen**

**+841 locations by 2030**

via QSR Magazine



**+300-500 locations by 2033**

via FastCasual.com



**+5,000 locations to reach 7,000 total**

via QSR Magazine

**Gong cha**

**+300 locations to reach 500 total**

via QSR Magazine

**SHAKE SHACK**

**+80 locations by 2025**

via Yahoo Finance



**+4,000 locations to reach 7,000 total**

via Restaurant Business Online

**POPEYES**

**+800 locations by 2028**

via QSR Magazine



**+300 locations to reach 800 total**

via Chain Store Age



**+10,000 locations by 2027**

via Eat This, Not That



**+2,000 locations by 2034**

via Nation's Restaurant News



**+2,000 locations in development**

via Nation's Restaurant News

**Tim Hortons**

**+500 locations by 2028**

via Restaurant Dive



**+300 locations by 2032**

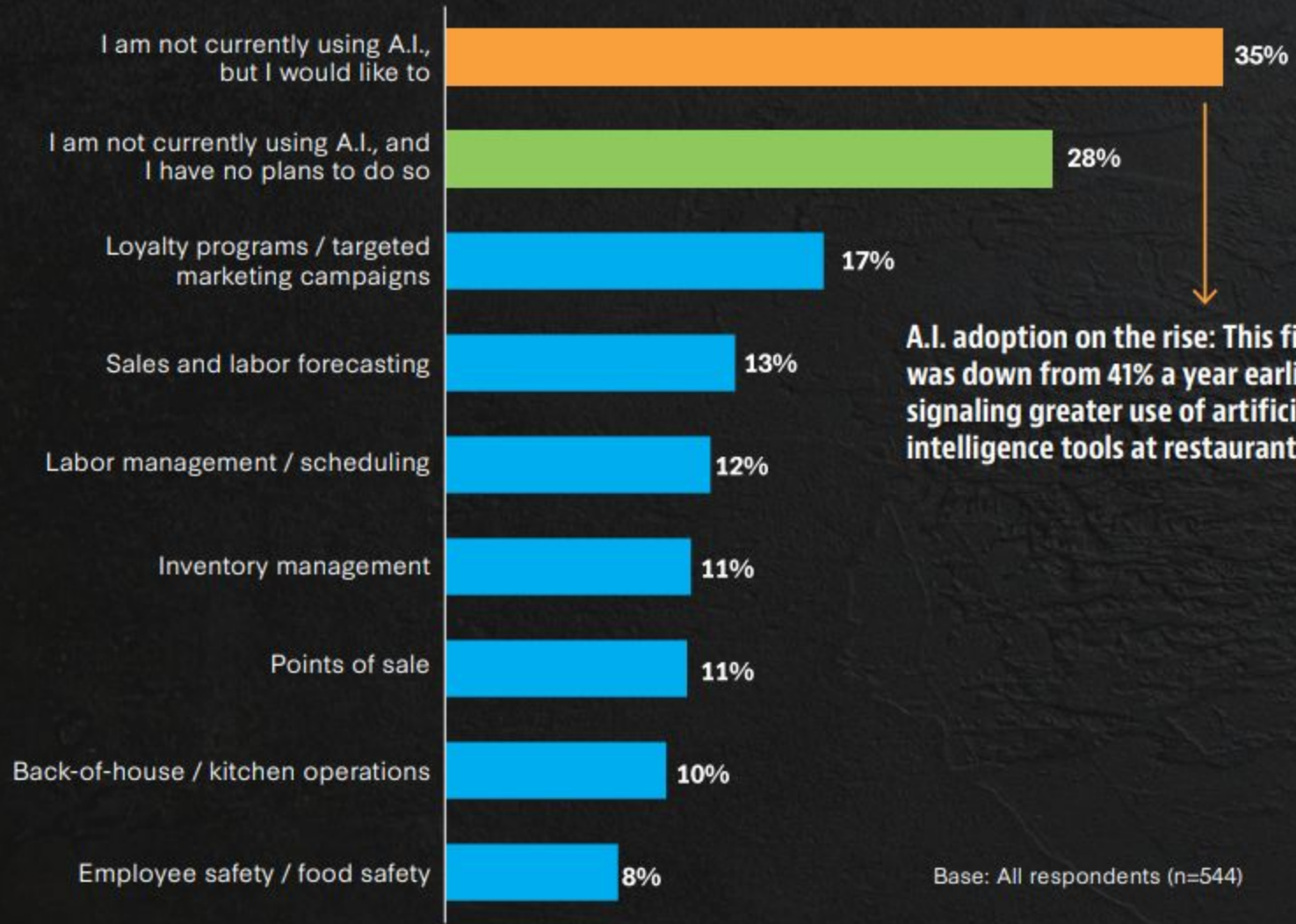
via Restaurant Business Online

**PAPA JOHN'S**

**+1,400 locations by 2025**

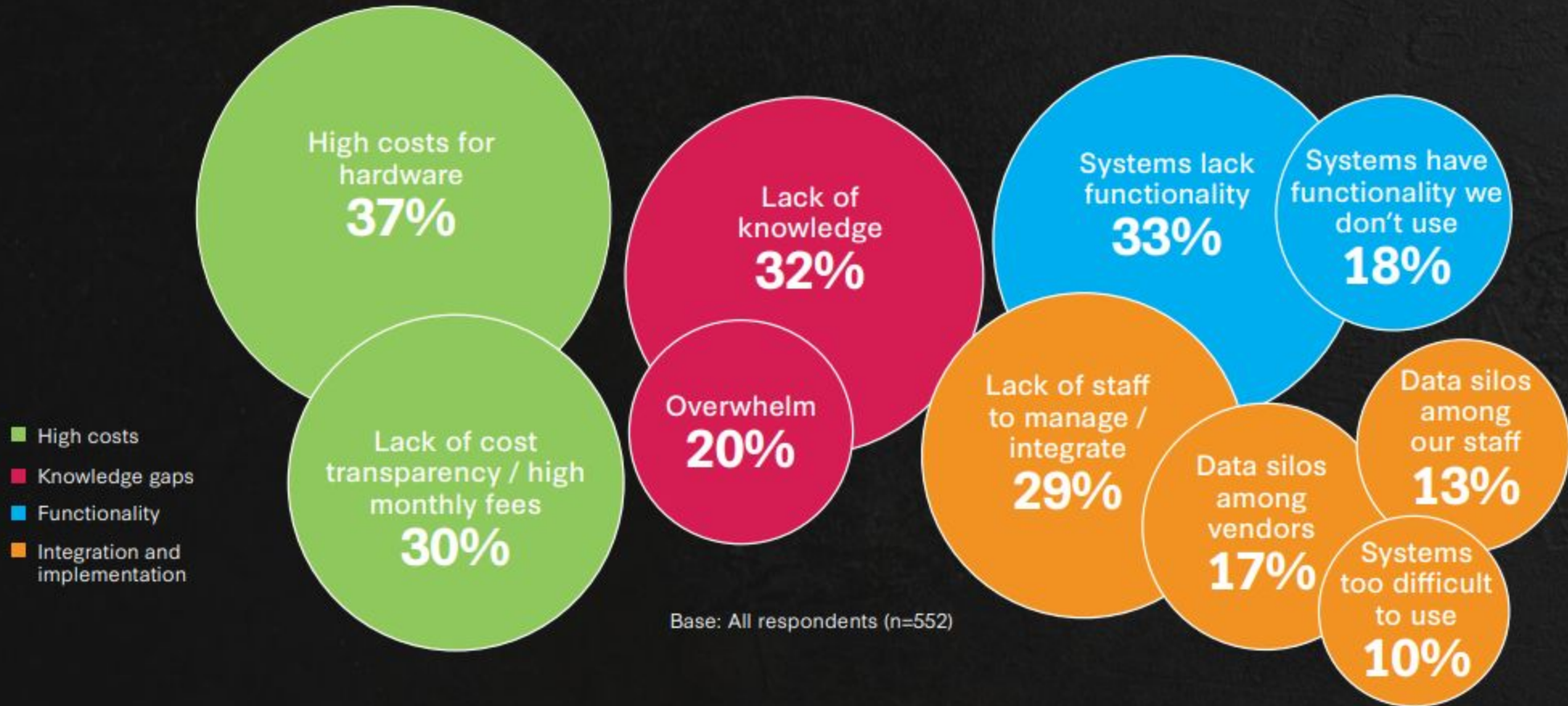
via Eat This, Not That

## Where are you currently using A.I. in your business?

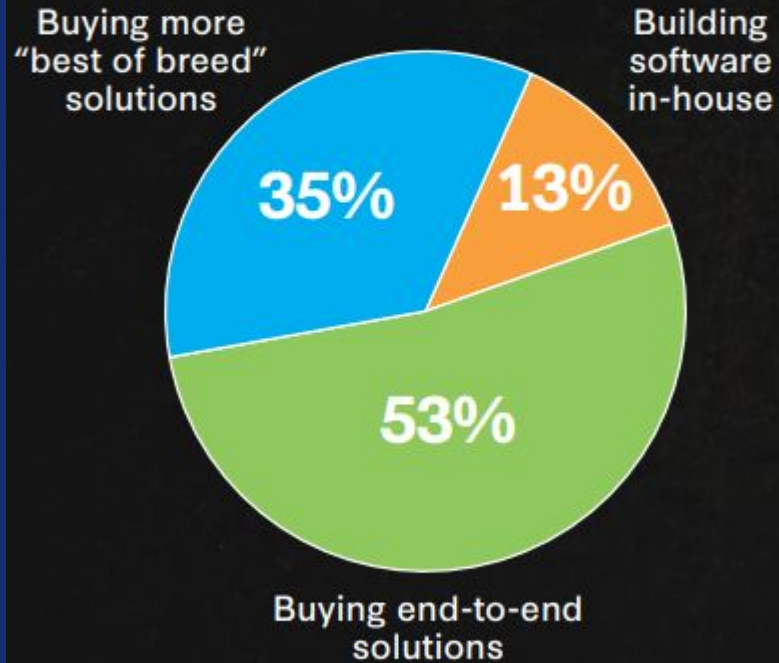




## What are the biggest challenges your operation faces in building its technology stack?

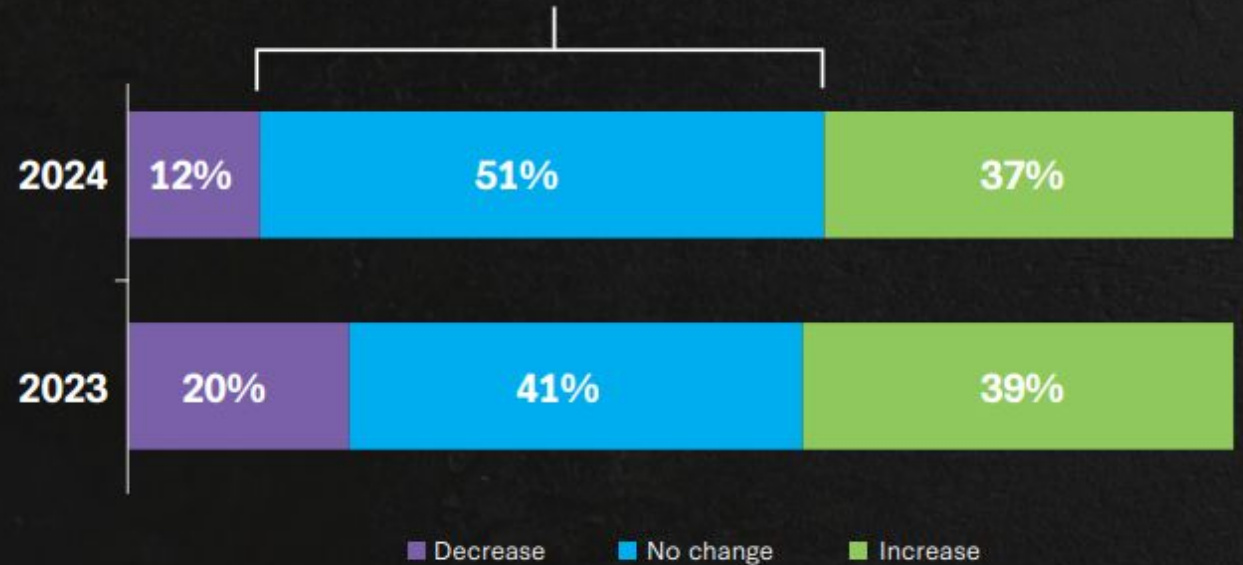


### Which setup for your technology stack is best for your organization?



### How do you expect your total number of tech providers to change in the next year?

Just over half of operators said they did not expect to change their total number of tech partners this year, up 10 percentage points from 41% a year ago.



Base: All respondents (n=558)

# Integration is a core competency

Connect all of your data and systems with confidence, and harness the full potential of your operations management platform.

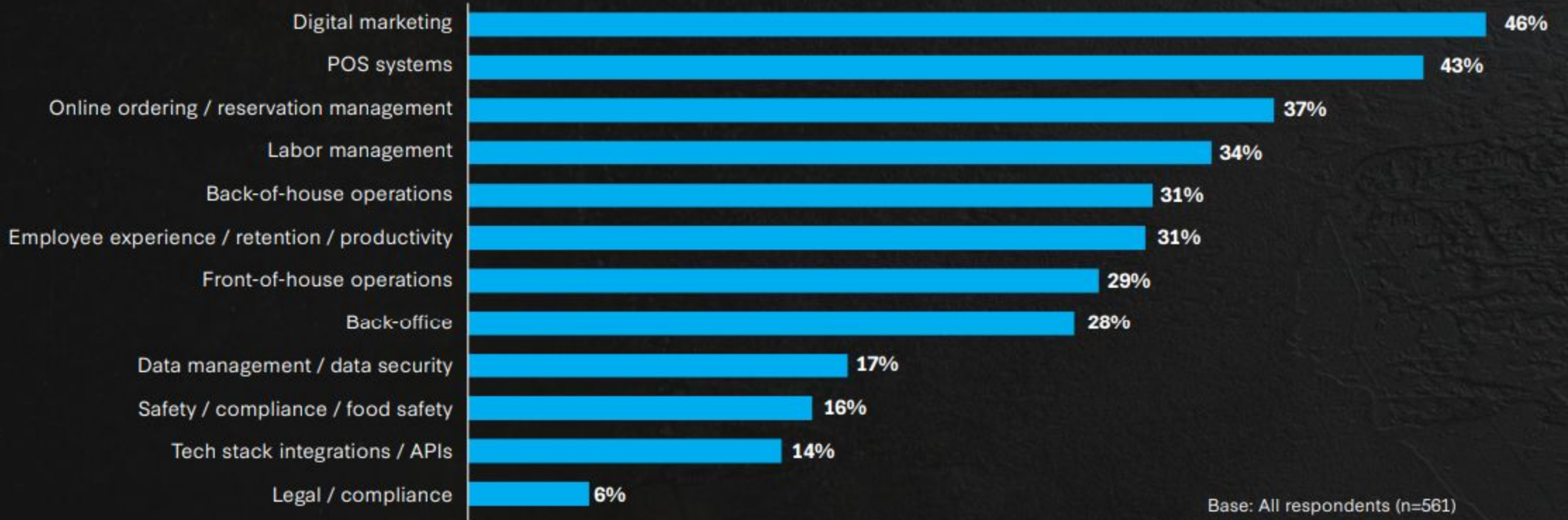
As an integration-friendly platform, we meet our customers where they are with their tech stack by providing a range of flexible integration options.



Product Exports | Flat Files | Managed Integrations  
Full Suite of APIs | EDI (Vendors)

POS | Accounting | HR/Payroll | Suppliers

## What areas of your business are you most likely to support with tech investments in the next 12 months?



# Questions?

James Byrne

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Operate excellently,  
**grow confidently**



