

# Building the “Next Normal”

Strategic, data-driven insights  
for finding a path forward.



**Restaurant & foodservice sales fell by**

**\$240 billion**

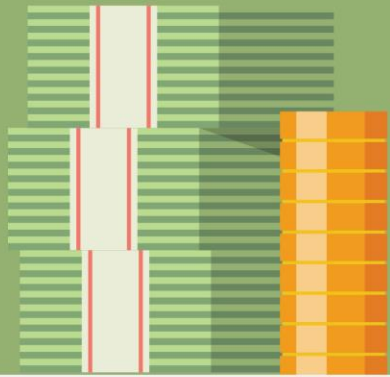
**in 2020 (from a projected \$899 billion)**

*Source: National Restaurant Association*



# Restaurant IT Budgets Are Tight

(Percentage of revenue spent on IT)



## MODEST

15% of IT budgets <.99% of revenue

## MIDRANGE

50% of IT budgets 1% - 1.99% of revenue

17% of IT budgets 2% - 2.99% of revenue

10% of IT budgets 3% - 3.99% of revenue



## HEAVY

8% of IT budgets 4%+ of revenue

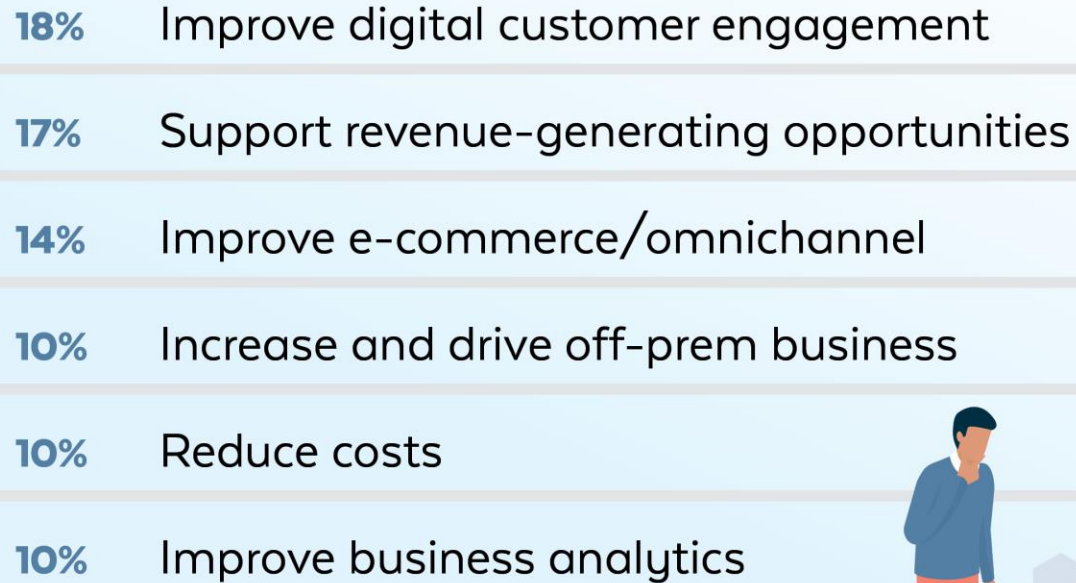




# 46%

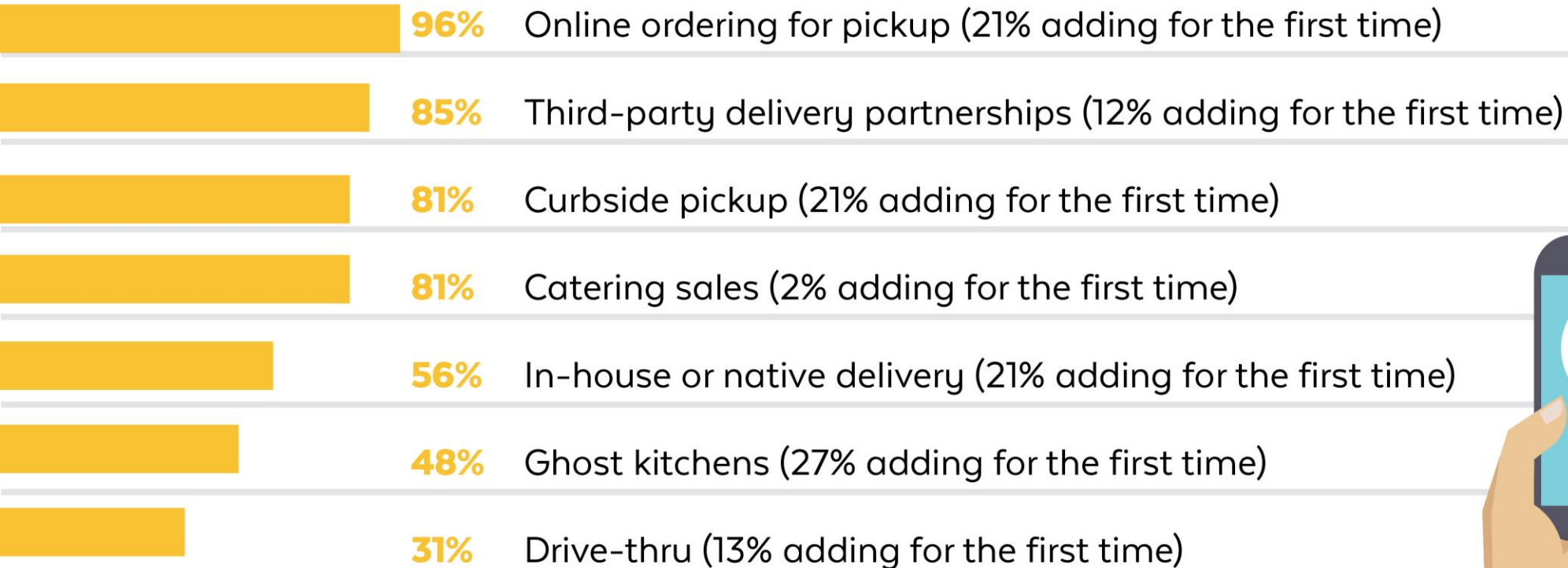
**of restaurant budgets will increase in 2021.**

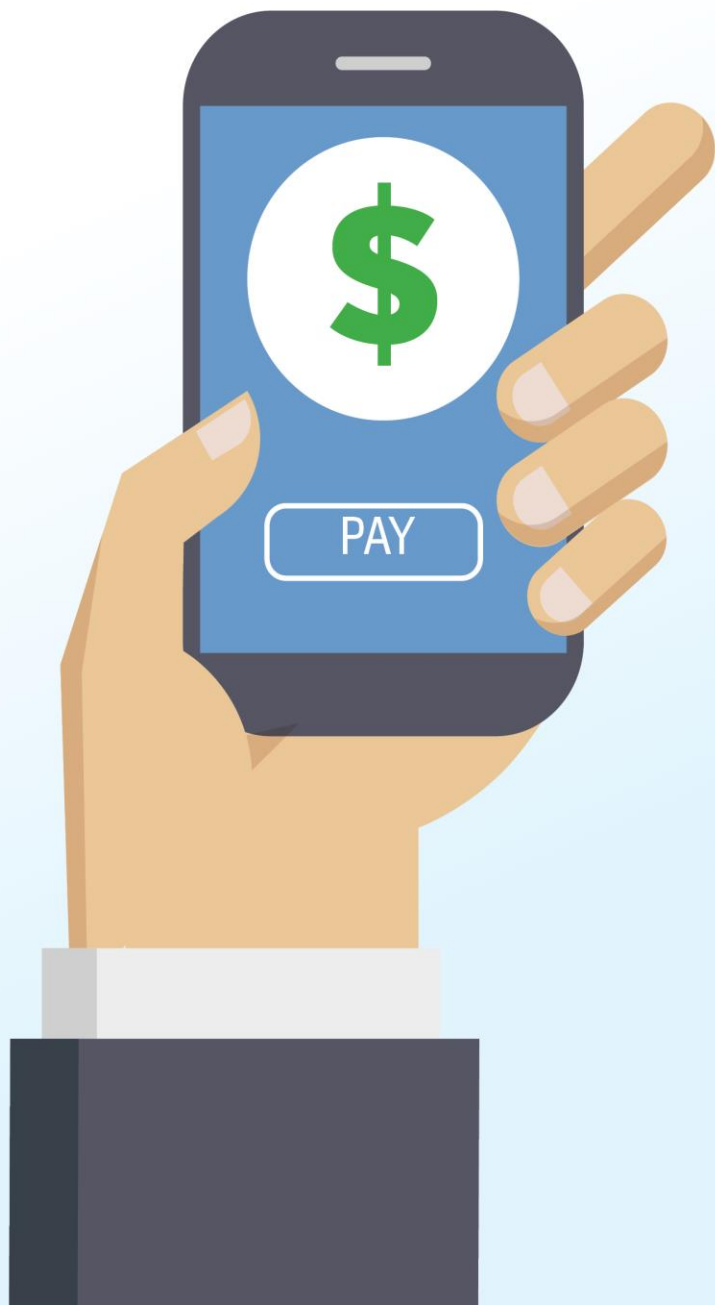
# Top Strategic Goals for Tech Investment in 2021



# Off-Prem Investments

(Percentage of restaurants who have adopted or plan to adopt in 2021)





**33%**

**of restaurants plan to adopt mobile ordering and payments in 2021**