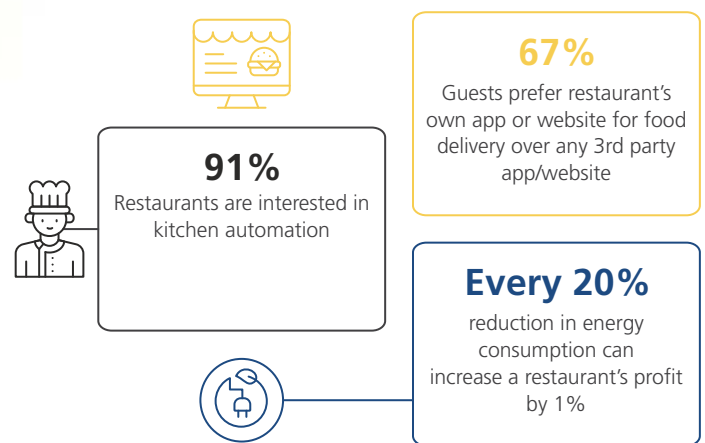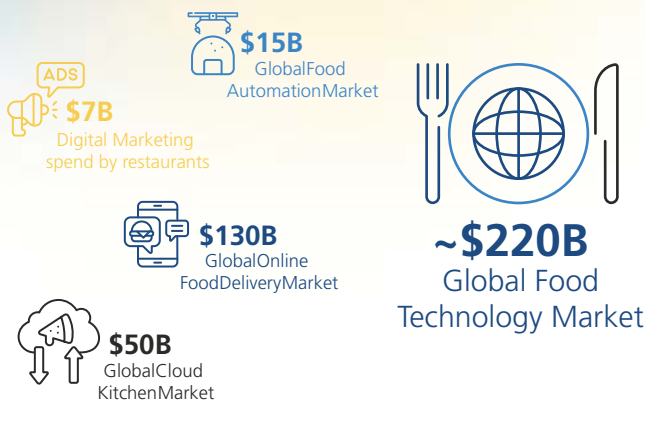**LTIMindtree**

Our Food and Beverage Services

The global Food & Beverage market is one of the few sectors that continued its momentum during the pandemic and has bounced back strongly. With the new normal settling in and demand hitting new peaks with each passing day, LTIMindtree anticipates that new F&B formats will continue to emerge. We expect these new formats to grow at different rates, based on the ever-changing market dynamics and technology disruptions.

$7B
Digital Marketing spend by restaurants

$15B
GlobalFood AutomationMarket

$130B
GlobalOnline FoodDeliveryMarket

$50B
GlobalCloud KitchenMarket

~$220B
Global Food Technology Market

91%
Restaurants are interested in kitchen automation

67%
Guests prefer restaurant's own app or website for food delivery over any 3rd party app/website

Every 20%
reduction in energy consumption can increase a restaurant's profit by 1%

Pivots of Growth

The key factors that are currently influencing the F&B industry and will act as major forces in transforming this sector are:

Seamless Customer Experience
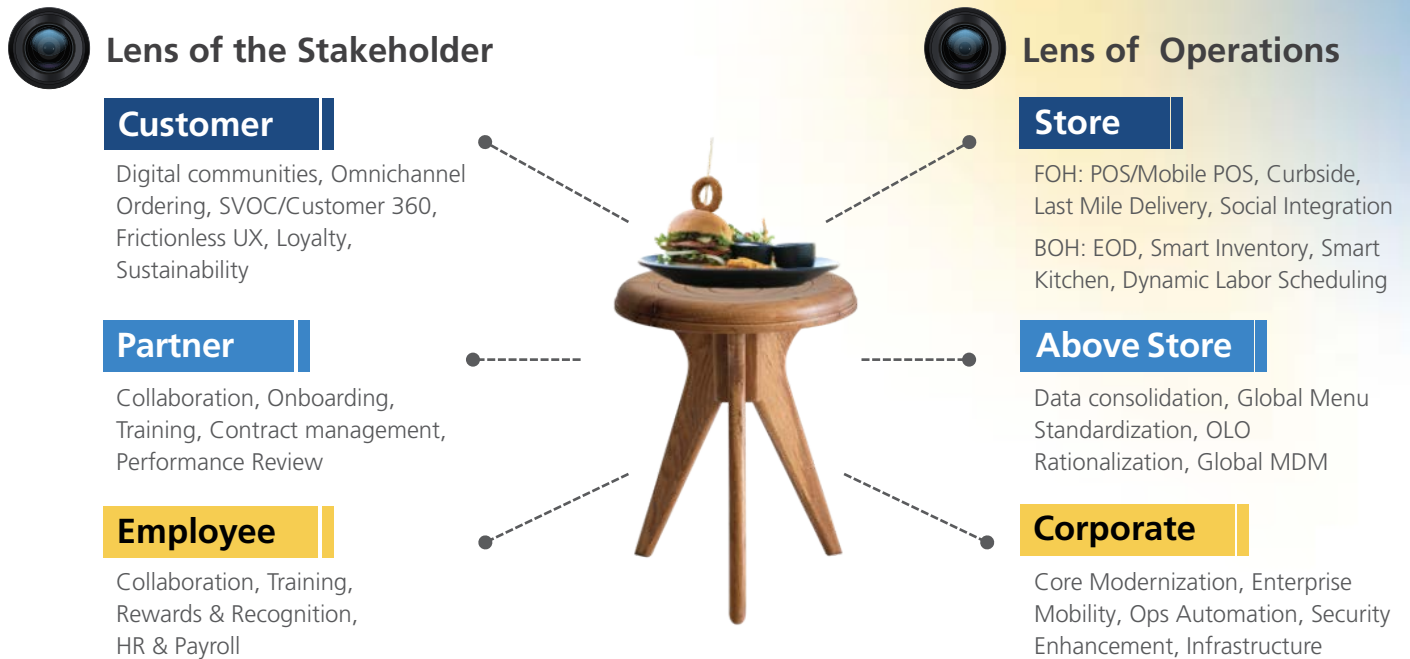Engagement | Loyalty | Ordering | Payment | Multi-channel Delivery

AI-ML-driven Food Menus
Designing menus that are fresher, tastier, and healthier, based on customer demand and preferences

Thoughtful Employee Treatment
Automation | Robotic Assistance | Streamlined Hiring | Ease of Learning

Connected Store Leading to Smart Ops
Smart management of four critical pivots - Supply Chain, Inventory, Labor & Last Mile Delivery

Sustainable Processes
Social Responsibility | Sustainable Choices | Health & Hygiene | Outdoor Focus

Cloud-Based Architecture
Nimble and scalable architecture for POS, BOH, Above Store, and Enterprise systems

Based on our deep understanding of the F&B domain, we perceive a food organization to be analogous to a three legged stool. This unique way of looking at a F&B organization through the lenses of stakeholders and operations helps us easily categorize and understand the various issues and opportunities of the F&B organization.

Our Understanding of an F&B Organization

Lens of the Stakeholder

Customer
Digital communities, Omnichannel Ordering, SVOC/Customer 360, Frictionless UX, Loyalty, Sustainability

Partner
Collaboration, Onboarding, Training, Contract management, Performance Review

Employee
Collaboration, Training, Rewards & Recognition, HR & Payroll

Lens of Operations

Store
FOH: POS/Mobile POS, Curbside, Last Mile Delivery, Social Integration

BOH: EOD, Smart Inventory, Smart Kitchen, Dynamic Labor Scheduling

Above Store
Data consolidation, Global Menu Standardization, OLO Rationalization, Global MDM

Corporate
Core Modernization, Enterprise Mobility, Ops Automation, Security Enhancement, Infrastructure

Our Offerings

Advisory Services
Functional Benchmarking & Gap Analysis | Build vs. Buy Analysis | Solution Definition & Roadmap Design | Global Rollout Strategy | Requirement Mgmt.

Accelerator: Comprehensive F&B Evaluation Framework comprising of POS eVal, OLO eVal & BOH eVal

Technology Services
Application Development | Application Value Maintenance | Quality Assurance to Achieve Cloud Transformation, Core Modernization, Customer Success Enablement, Mobility Enablement (B2E, B2B, B2C), and Data Intelligence & Analytics
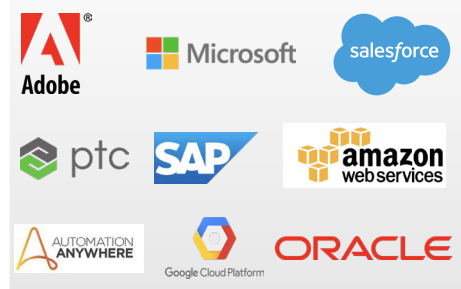
Infra Services
L1, L2, L3 Support for Store, Above Store & Enterprise Operations | Intelligent Process Automation (AI/ML-based) | 24x7 Metric-driven Support Using 'Mwatch' (In-house Unified Command Center)
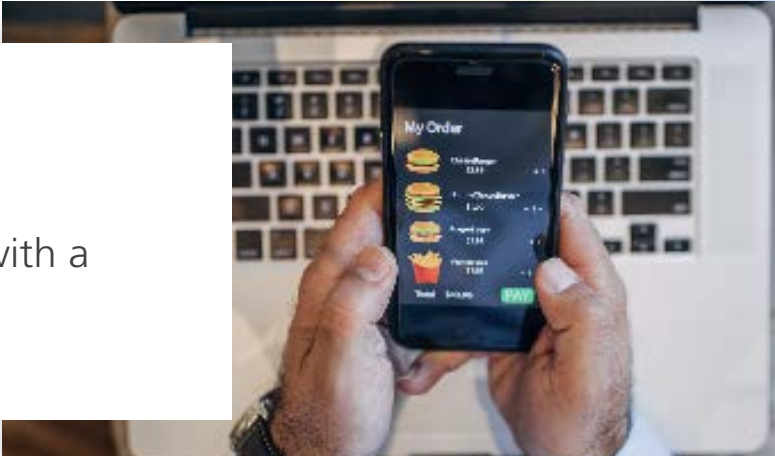
Our Innovation Collaboratory
Handheld NFC-based marketing platform on cloud, comprising of a B2C & B2E component, to make your marketing props 'smart.'

mTAP

genie On the Go

Our Key Partnerships
Adobe | Microsoft | salesforce | ptc | SAP | amazon web services | AUTOMATION ANYWHERE | Google Cloud Platform | ORACLE

LTIMindtree

About Us

We are a "Digital First" organization with a robust Retail & Hospitality practice.

Success Stories:

World's Largest PaaS is Run by Us

Personalized Experiences for the Largest Hospitality Chain

Enabling contact-less Digital experiences for a large hospitality giant

Architected World's Largest Biometric Enrollment

Managing Global Digital Presence for 100+ Brands of the Largest CPG Company

Accelerated the digital marketing and e-commerce engine to boost the topline for a global timeshare company

Digital Powerhouse

57%	**8000+**	**220+**	**9**
of LTIMindtree's Business is Digital	Digital Tech Experts	Digital Clients	Strategic Technology Partners

Consumer Services Business Strength

24%	**7000+**	**45+**	**10+**
of LTIMindtree Business	Team size	Clients	Tech Partners

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700+ clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by nearly 90,000 talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit www.ltimindtree.com.