



# QSR Automations<sup>®</sup> Fact Sheet

QSR Automations<sup>®</sup>, headquartered in Louisville, KY with offices in the United Kingdom, is a global industry leader in kitchen automation and guest management services. Since 1996, restaurant operators have turned to the brand's signature platform, ConnectSmart<sup>®</sup>, for customized solutions to improve the guest experience and drive operational excellence. Used in 21 of the nation's top 25 casual dining chains, ConnectSmart<sup>®</sup> leverages data to create customized solutions that make calmer kitchens, simpler workflows, and happier guests.

**We didn't just  
pioneer restaurant  
technology.**

**We perfected it.**

## BY THE NUMBERS

80+ POS PARTNERS WORLDWIDE

7+ SOLUTION PARTNERS

140+ GLOBAL RESELLERS

170+ EMPLOYEES

# 25+ YEARS

## OF RESTAURANT INNOVATION

For over 25 years, QSR Automations® has innovated technology that pushes the dining industry forward. Through iterations of kitchen automation, a guest management platform for restaurants and so much more, QSR Automations®

embraces the change that restaurateurs, diners, and other employees face every day. The company's passion is to make restaurants smarter—and they continue to innovate today to help restaurants of all sizes around the world.

1996

Founded by Lee Leet, QSR Automations® creates the first redundant kitchen hardware and software.

1998

QSR Automations® pioneers a kitchen display software for table service restaurants.

2003

ConnectSmart® Kitchen is born.

2005

The first iteration of a table management software, ConnectSmart Hostess, is introduced.

2008

ConnectSmart® offers fully integrated online capabilities and adds strategic partners in the UK and Canada.

2013

The first iteration of ConnectSmart® Host, DineTime Host, is created, followed by the creation of the DineTime consumer app.

2018

QSR Automations® acquires a division of Call Systems Technology and builds an international office in the UK.

2020

ConnectSmart® Go is launched, addressing the immediate need for smarter off-premise dining strategies at the onset of the global pandemic.

2021

During its 25th anniversary year, QSR Automations® opens its state-of-the-art technology campus and U.S. headquarters, and establishes new Product Strategy and Innovation departments.

2024

Introducing ConnectSmart® RecipesPlus, a revolutionary digital recipe solution.

# Our Executive Leadership Team



**Robbie Payne**  
CEO



**Anthony Griffin**  
President & CFO



**Jennifer Karpinsky**  
VP of Business  
Development



**Megan Etscorn**  
VP of People & Culture



**Brian Wayne**  
VP of Customer  
Success



**Ashley Sheppard**  
VP of Sales &  
Marketing



**Kathi Klein**  
VP of Hardware  
Solutions & Support



**Angela Ciliberti-Riedling**  
VP of Product Strategy



**Shawn Campbell**  
Sr. Director of Software  
Development



**Julie Rudder**  
Sr. Director of Marketing



**Josh Cates**  
Sr. Director, Shared Services

## Our Solutions



### ConnectSmart® Kitchen

A back-of-house solution to improve kitchen workflow and communication.



### ConnectSmart® Host

A front-of-house solution that helps manage reservations, waitlists, tables, and serving staff.



### ConnectSmart® Go

A smarter off-premise dining strategy.



### ConnectSmart® RecipesPlus

An easy-to-use recipe software for training, quality control, and reducing the clutter and cost of recipe binders.



### ConnectSmart® Insights

Data visualization and integration for a smarter, more profitable restaurant.

## Hardware Solutions

### BUMP BARS

Purpose-built to operate smoothly in harsh kitchen conditions.

### CONTROLLERS

Reliable and flexible for any type of restaurant.

### MOUNTING

Flexible and durable without compromising quality and functionality in a harsh kitchen environment.

### TOUCH SCREENS

Designed to withstand demanding pace and harsh conditions, and minimize the hardware footprint.

### ALL-IN-ONES

Reliable and flexible kitchen display hardware solutions for restaurants of all sizes and concepts.

# Our Partners

## POS INTEGRATION PARTNERS

Access EPOS  
accesso Freedom  
Ajour  
Aloha (NCR)  
Amicis Solutions Lifestyle F&B  
Appetize Activate (Shift4)  
Bite Kiosk  
BMI Leisure  
Brunswick Sync (Brunswick Bowling)  
CenterEdge Advantage  
Clearview (Panasonic)  
Cloud4Retail OmniPOS (GK Software)  
Colossale Cloud POS  
Compris (NCR)  
Comtrex POS2100  
Counter Solutions (Givex)  
Datasym  
Digital Dining (Heartland)  
Domino (Trivec)  
EverServ (PAR Technology)  
Flood Java BeanStore  
Flood POS for Hospitality  
Focus POS (Shift4)  
Future POS (Shift4)  
Galaxy POS (Gateway Ticketing)  
Givex Vexlor  
GoTab

Halo POS (Infor)  
Heartland Restaurant  
HotSauce  
HSI POS (Oracle)  
Hypersoft  
Ideal (Ideal Software Systems)  
Infogenesis (Agilysys)  
Infrasys Cloud (Shiji Group)  
Infusion (PAR Technology)  
IQTouch (Panasonic)  
Kapture  
KDR Gold  
Lightspeed K-Series  
LucasPOS  
Maitre'D (PayFacto)  
Micro\$ale  
MICROS RES 3700 (Oracle)  
MICROS RES 9700 (Oracle)  
MICROS Symphony 2nd Edition (Oracle)  
NetPOS  
NorthStar POS (CBS)  
onePOS  
Orderly  
PAR POS  
PDI Technologies, Inc.  
PDQ POS (Signature Systems)  
Pebble POS (PAL USA)

Penygon  
PixelPoint (PAR Technology)  
POSiTouch (Shift4)  
PowerEPOS  
QikServe Kiosk  
Qu POS  
R-Keeper (UCS)  
Revel  
Septim (ASW Systems)  
Silverware AvrioX  
Silverware SE  
Siva (PAR Technology)  
SmartPOS (Bepoz Global)  
Speedline POS  
SpotOn Restaurant  
Squirrel POS  
TCPOS (Zucchetti)  
Tillster  
TISSL Horizon  
Toast  
TouchSale POS (UnrealSoft)  
Transight POS (Cuscapi)  
Volante  
XPR POS (Titbit)  
Zonal Aztec POS

## SOLUTION PARTNERS

Google

flybuy

OpenTable®

Smart Bar USA®  
Automated Cocktail Dispensing System

JTECH™  
AN HME COMPANY

ojo

curbit®

## Latest Awards & Recognition

### 2020

#### AMERICAN BUSINESS AWARDS

Support Department of the Year  
—Bronze Stevie® Award

### 2022

#### STEVIE® AWARDS FOR WOMEN IN BUSINESS

Achievement in Customer Satisfaction  
—Bronze Stevie® Award

Achievement in Growth  
—Bronze Stevie® Award

#### NATION'S RESTAURANT NEWS

Most influential suppliers and vendors in the country

#### ROCKIT WOMEN

Angela Leet—STEAM Leadership Award

### 2023

#### STEVIE® AWARDS FOR WOMEN IN BUSINESS

Achievement in Developing & Promoting Women—Bronze Stevie® Award

#### STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

Customer Service Department of the Year—Bronze Stevie® Award

#### LOUISVILLE BUSINESS FIRST

Angela Leet—Most Admired CEOs

#### NAWBO

Angela Leet—Kentucky Woman Business Owner of the Year

#### HOSPITALITY TECHNOLOGY TOP WOMEN IN RESTAURANT TECHNOLOGY

Kathi Klein—Lifetime Achievement Award

### 2024

#### STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

Customer Service Department of the Year  
—Bronze Stevie® Award

#### WILSON WYATT ALUMNI AWARD

Angela Leet—CEO QSR Automations®  
University of Louisville J.B. Speed School of Engineering

## Contact Us

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