



## The Connected Restaurant Program delivers big gains for restaurant chains

The program has digitally transformed restaurant operations, enhanced guest comfort and reduced energy costs for Quick-Service Restaurant chains.

The Connected Restaurant Program uses Internet of Things (IoT) edge devices, an Artificial Intelligence (AI) and IoT platform along with human expertise to enable restaurant operators to efficiently manage equipment operations. The service helps deliver quick positive cash flows and can be scaled from a few hundred restaurants to thousands. The Connected Restaurant Program has 3 major pillars: The ABOUND™ Edge system which offers connectivity and control, the ABOUND Insights platform which offers predictive actionable insights and autonomous actions, and the Carrier Customer Command Centers which offer 24/7 remote support and proactive actions.

The program enables restaurant operators to collect information from all connected devices such as Heating, Ventilation and Air Conditioning (HVAC) systems, refrigerators, cooking equipment and lighting to effectively manage their facilities through predictive insights. Restaurant operators can easily monitor critical components such as air quality, temperature and humidity and help create a better indoor environment. The main aim of the program is to enable restaurant operators to digitally transform their operations - to make them more predictive and proactive. The program has been deployed across thousands of restaurants of multiple leading brands, saving energy, improving maintenance processes, food safety and occupant comfort. Below are a few case studies, showing the results of using the Connected Restaurant Program as of December 2023.

	A Franchisee in the USA primarily in California and Utah	A Multiple Franchise Operator in India	A Large Foodservice Operator in India
<b>Connected Network</b> (Results are against respective baselines)	<b>235</b> Pizza Dining Restaurants	<b>70</b> Pizza Dining Restaurants	<b>125</b> Fried Chicken Fast Food Chain
<b>Engagement Period</b>	<b>2017-2022</b> (6 years)	<b>2014-2022</b> (8 years)	<b>2014-Ongoing</b> (9+ years)
<b>Average Annual Energy savings</b>	<b>13.2%</b>	<b>13.2%</b>	<b>8.2%</b>
<b>Temperature Compliance in the Front-of-House Area</b>	Average over <b>85% compliance</b> across 4 years	Over <b>73% improvement</b> in compliance in a 12-month period in 2022-23 versus the 2021 baseline	Over <b>26% improvement</b> in compliance in a 12-month period in 2022-23 versus the 2021 baseline
<b>Temperature Compliance in the Walk-in-Chiller</b>	Average over <b>74% compliance</b> across 4 years	Over <b>10% improvement</b> in compliance in 2023 versus the 2021 baseline	Over <b>18% improvement</b> in compliance in 2023 versus the 2021 baseline
<b>Additional Results in 2023</b>	Over <b>9% reduction</b> in Energy Usage Index (EUI) in 2022 versus the 2017 baseline	Average <b>33% adherence</b> to the makeline compliance policy across a 12-month period	Over <b>36% reduction</b> in Energy Usage Index (EUI) in 2023 versus the 2021 baseline
			Average <b>89% adherence</b> to the makeline compliance policy

**Here's what the customers had to say about working with us on our Connected Restaurant Program:**

**“**One of the nice things is that now we have platform where we could have visibility to all of our restaurants' equipment whether it be an oven, an air-conditioner or any other pieces of equipment that we have in the restaurant. They've been great to help us analyze those and recommend little tweaks to the system to save even more energy. Their entire team has been great to work with. I would highly recommend them for anyone looking to use this type of technology in their restaurants.**”**

**Former CEO & President,  
The franchisee of pizza restaurants in the USA**



**“**This program enabled us to do more than reduce costs. The actionable insights and remote support we received on aspects like equipment health and temperature deviations, enabled us to improve employee and customer experience. The remote monitoring of equipment health and the remote management for refrigeration and HVAC units helped avoid equipment downtime and increased equipment life. This was particularly useful in avoiding energy and food wastage.**”**

**Chief Operating Officer,  
Pizza dining restaurant franchisee in India**



**“**We deployed their Connected Restaurant program across 150 stores in India. Insights from the platform helped proactively predict the chances of failure in advance. The platform provides us the opportunity to monitor the performance of the equipment and control operations. With the help of the program, we were able to optimize our operations across the network of restaurants.**”**

**Chief Operating Officer,  
Fried chicken fast food chain franchisee in India.**



The Connected Restaurant Program was adjudged a winner of the 2020 IoT Global Award in the Retail, Marketing and Hospitality category.

The IoT Global Awards recognize excellence in IoT innovation, with this category focusing on advances in retail and hospitality operations.

Write to us at [about@carrier.com](mailto:about@carrier.com) for more on how we can help your company achieve its business and sustainability goals.

**About Carrier Abound**

Carrier Abound provides digitally connected lifecycle solutions and services for diverse building portfolios. The solutions and services enable building management to see deeply and broadly across their assets, prioritize and act on real-time insights, and refine, adapt, and scale on a continual basis to improve energy efficiency and asset performance, enhance occupant comfort and productivity, and streamline compliance reporting. Carrier Abound is part of Carrier Global Corporation, global leader in intelligent climate and energy solutions.

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