

## **TECHNOLOGIES & CULTURE SESSION DETAILS**

**Friday, October 11<sup>th</sup> - 10:00 am to 11:30 am**



### **Technology's Impact on the Future of Food Service**

***Presenter: Evan Jarecki, Co-Founder & CCO of GIMME***

Technology has fundamentally changed the way industries, companies, and people operate today — from manufacturing plants to daily commutes. This may include physical tech like robots, exo-suits, and delivery drones. Or it could include digital tech like driverless vehicles, virtual/augmented reality, and artificial intelligence (AI). Many of these advancements are being put to use in adjacent industries, but what will ultimately have a positive impact on the future of food service? And when should we expect it to happen?

### **The Future of Self-Service Retail: Markets, Data, and Consumer Empowerment**

***Presenter: Sharon Peyer, VP Biz Development and Media for Crane Connectivity Solutions***

Thanks to evolving consumer preferences and new technologies, vending machines and kiosks today offer an ever-expanding range of products. But it's not just the products that are changing. It's also how consumers are finding them, why they are buying them, and how they are paying for them. While artificial intelligence (AI) and the Internet of Things (IoT) enable customized self-service experiences, growth in emerging payment technologies, and an enhanced focus on data security and consumer privacy continue to catalyze change. What are the implications for traditional food service operators? And how can they capitalize on this multifaceted landscape? Markets: New retail product scopes; Maturing connectivity: Implications; Data: Leveraging existing business data to grow (with zero to low investment); and Consumer Empowerment: From unattended to SELF-SERVE.

### **Privacy & What You Should Know**

***Presenter: Eric Dell, Senior VP, External Affairs, NAMA***

In this session, you will learn about the Biometrics laws in the states and their impact on the industry, both micro markets and vending as well as compliance around these laws; Trends from the NAMA 2018 Census Data on Technology - Trends around contactless payments, biometrics and consumer trends and its impact on the industry.