



QSR Automations[®] Fact Sheet

QSR Automations[®], 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[®]**, 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[®] leverages data to create customized solutions that make calmer kitchens, simpler workflows, and happier guests.

BY THE NUMBERS

80+ POS
PARTNERS
WORLDWIDE

8+ SOLUTION
PARTNERS

140+ GLOBAL
RESELLERS

**We didn't just pioneer restaurant technology.
We're perfecting it.**

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.

2025

Crunchtime and QSR Automations merge, bringing together two restaurant-born brands with one shared mission: to help operators run smarter, faster, and more profitably.

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



Matthew Mayor
VP of Sales



Kathi Klein
VP of Hardware
Solutions & Support



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® 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)
Flooid Java BeanStore
Flooid POS for Hospitality
Focus POS (Shift4)
Future POS (Shift4)
Galaxy POS (Gateway Ticketing)
Genius for Restaurants

Givex Vexilor
GoTab
Halo POS (Infor)
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
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 HIRE COMPANY

olo

curbit®

B T G

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

LOUISVILLE BUSINESS FIRST

Angela Leet—Most Admired CEOs

STEVIE® AWARDS FOR SALES & CUSTOMER SERVICE

Customer Service Department of the Year—Bronze Stevie® Award

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

2025

HOSPITALITY TECHNOLOGY TOP WOMEN IN RESTAURANT TECHNOLOGY

Jennifer Karpinsky—Lifetime Achievement Award

Contact Us

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QSR®
automations
by crunchtime