

Hot bites

A look at how technology is redefining business models in the F&B industry

Cash on wheels

In our 2017 report, we examined the impact of technology—both as a disruptor and an opportunity for operators. Food delivery, one aspect of the sector most prominently affected by technology, was catching the eye of operators. The UAE's 'deliverution,' or food delivery-led revolution, has remained strong in a challenging market in 2018. This is the only segment that witnessed

significant growth, both at the industry level and as a channel for operators.

Penetration of food and delivery apps was high among businesses we spoke to in 2017 (87%) and continues to be so in 2018 (86%). With topline challenges at the store level, operators are increasingly looking to boost performance through other channels, including a presence on

multiple delivery apps. However, some fine dining restaurants believe delivery is not aligned with their offerings and are therefore not listed.

In line with 2017 findings, more than two thirds of operators see a reasonable volume of bookings and orders from delivery platforms in 2018.



Do you see value in food/delivery apps?



How are delivery apps affecting your business?

