

JOINT MEDIA FACTSHEET

Enterprise Singapore and IMDA Announce Refreshed Food Services Industry Digital Plan

New solution categories to power the next phase of innovation and growth in the sector

MR No.: 026/25

Singapore, Wednesday, 16 July 2025

1. In response to the evolving needs of the Food & Beverage (F&B) industry, Enterprise Singapore (EnterpriseSG) and the Infocomm Media Development Authority (IMDA) today announced the refreshed Food Services Industry Digital Plan (IDP) at Restaurant Asia and SIGEP Asia 2025.
2. The refreshed IDP was jointly developed by EnterpriseSG and IMDA in close consultation with industry stakeholders from across the F&B subsectors, Trade Associations, and solution vendors. It comprises four key sections – a Digital Solutions Roadmap, Artificial Intelligence (AI) use cases for F&B businesses, a Cybersecurity and Data Protection Roadmap and a Digital Skills Training Roadmap. The refreshed IDP seeks to drive innovation and encourage wider adoption of technology among F&B businesses in Singapore to achieve operational efficiency, improve customer experience and streamline corporate functions.
3. Building upon the past two iterations of the IDP, the second refresh introduces five new solution categories under the Digital Solutions Roadmap:
 - i. **Advanced Automated Cooking Equipment** – smart kitchen systems that prepare multiple portions of different dishes simultaneously, with automatic ingredient dispensing functions, pre-programmed recipes, self-monitoring capabilities, and precise controls to maintain consistency in food production.
 - ii. **Automated Document Reconciliation** – Artificial Intelligence-enabled (AI-enabled) software that leverages Optical Character Recognition (OCR) and

Large Language Modelling (LLM) to digitise physical documents. The solution streamlines workflows by automatically matching and verifying data across multiple sources, such as receipts, purchase orders, and delivery orders, significantly reducing manual processing time.

- iii. **Automated End-to-End Operation Line** – integrated equipment and digital solutions that automate back-of-house operations, from cooking to packing and sorting.
 - iv. **Automated Self-Checkout System** – AI-enabled checkouts that identify food products using smart technology such as vision recognition or Radio Frequency Identification (RFID), enabling seamless checkout for customers.
 - v. **Unmanned Stores and Automated Kitchens** – self-operating systems that fully automate the ordering, food preparation and checkout processes, and allows customers to order and enjoy freshly cooked meals in an unmanned setup.
4. The refreshed IDP also spotlights how F&B businesses can leverage AI and Generative AI solutions across their customer-facing operations and corporate functions. For example,
- (i) Advanced AI chatbots, powered by Generative AI, can provide round-the-clock personalised customer support, handling everything from menu recommendations to reservations and order tracking. This ensures consistent service quality while reducing staff workload during peak periods.
 - (ii) Generative AI solutions can also help to streamline internal corporate functions by providing instant, accurate responses to employee queries across various departments including human resource, marketing, and administration.
5. To support businesses on their digitalisation journey, the refreshed IDP also includes an updated Digital Skills Training Roadmap and Cybersecurity and Data Protection Roadmap. Aligned to the Digital Solutions Roadmap and the Skills Framework under the SkillsFuture Series, the Digital Skills Training Roadmap serves as a guide to equip F&B businesses with the necessary skills to adopt digital solutions at each stage of growth, while the Cybersecurity and Data Protection Roadmap includes measures to identify appropriate tools and practices for protection against cyberattacks and to safeguard customers' personal data.
- (i) Beside IDPs, there are also other support measures for F&B SMEs that require more assistance and support. IMDA's CTO-as-a-Service, is a one-stop platform that allows F&B SMEs to self-assess their digital readiness, access digital

solutions and engage digital consultants for customised digital advisory and project management services to guide them in their digitalisation journey.

- (ii) Visit <https://go.gov.sg/fsidp> for more information on CTO-as-a-Service and the refreshed Food Services IDP.

Annex A: Quotes for Media Reporting

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About Enterprise Singapore

Enterprise Singapore is the government agency championing enterprise development.

The agency partners committed companies to build capabilities, innovate, and go global. It drives growth – empowering local businesses and shaping industries, anchoring Singapore as a trade and startup hub, and establishing trust in products through quality and standards.

Enterprise Singapore is here for wherever businesses are growing. Visit www.enterprisesg.gov.sg for more information.

About Infocomm Media Development Authority

The Infocomm Media Development Authority (IMDA) leads Singapore's digital transformation by developing a vibrant digital economy and an inclusive digital society. As Architects of Singapore's Digital Future, we foster growth in Infocomm Technology and Media sectors in concert with progressive regulations, harnessing frontier technologies, and developing local talent and digital infrastructure ecosystems to establish Singapore as a digital metropolis.

For more news and information, visit www.imda.gov.sg or follow IMDA on LinkedIn (IMDAsg), Facebook (IMDAsg) and Instagram (@imdasg).

Quotes for Media Reporting**Mr Jason Lim, Director of Food Services, EnterpriseSG**

“In a sector traditionally reliant on physically demanding work and inflexible hours, the refreshed IDP helps businesses move toward a more sustainable and streamlined business model, enhance productivity, and free up personnel to perform higher level tasks. It is part of EnterpriseSG’s broader efforts to enable companies to operate more efficiently through outsourcing, automating, and process redesign. EnterpriseSG will continue to make these technologies more accessible, to give our F&B businesses a holistic suite of tools to adapt and strengthen their business models for the future.”

Mr Isaac Tow, Director of SMEs Go Digital, IMDA

“The refreshed Food Services IDP serves as a comprehensive guide in helping our F&B SMEs overcome business challenges, identify opportunities and build stronger digital capabilities. We understand that digitalisation can seem daunting for many small businesses, which is why the IDP is designed to be practical and accessible. By providing a clear roadmap complemented by a suite of pre-approved solutions, we're making it easier for F&B businesses to adopt digital solutions that can transform their operations and position them for sustainable growth in an increasingly competitive environment.”