



SmartSense Introduces Assure, the Industry's First Enterprise-Grade Compliance and Quality Solution that Turns Restaurant Audits into Continuous Improvement

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New solution within the SmartSense ONE platform is designed to empower food service providers to enforce brand, safety, and operational standards

Attendees of the National Restaurant Association Show can see Assure in action, May 16-19, 2026 at booth 6472

BOSTON--(BUSINESS WIRE)--May 12, 2026-- [SmartSense by Digi](#), part of Digi International (NASDAQ: DGII, www.digi.com) and a leading global provider of Internet of Things (IoT) connectivity solutions, today announced the launch of [Assure](#), an industry-first compliance and quality audit solution designed to help multi-location enterprises digitize inspections, strengthen accountability, and drive continuous operational improvement.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20260512278452/en/>



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technology to automatically generate follow-up task lists from audit failures, with specific guided actions, as well as provide auditor-level and location-level accountability reporting, and embed audits into daily operational workflows, rather than treating them as a standalone process. This system of accountability ensures every finding drives action, every action is tracked, and every location consistently delivers on the brand promise. People want to do the right thing; they just need better guidance."

Built as a module within [the SmartSense ONE platform](#), Assure integrates seamlessly across the broader SmartSense ecosystem, further unifying operations, compliance and execution. Developed on the proven prescriptive action of SmartSense and its operational management foundation, Assure is designed to empower restaurant chains, grocers, convenience stores, healthcare and institutional food service providers (including airlines, education and corporate campuses, and large corporations) to enforce brand, safety, and operational standards consistently while maintaining accountability at scale.

Across food service, increasing regulation, economic uncertainty, operational complexity, and consumer expectations for food safety and quality are pushing organizations to modernize how they manage compliance.

Dining, as the sector within food service that relies on discretionary spending the most, is feeling the most pressure, raising the stakes on every guest experience. [A recent survey](#) of 1,000 U.S. adults from SmartSense shows that 66% say their dining out budgets have tightened compared to a year ago, and 76% of consumers say that dining out is one of the first areas they cut back when money is tight.

The data also shows the lasting brand consequences of food safety incidents, with nearly one in four consumers (23%) saying they never returned to a restaurant after experiencing or hearing about a food safety issue. Actionable, enterprise-wide compliance solutions are now more critical than ever: 69% of consumers say they would be more likely to dine at a restaurant that publicly shares its use of technology to ensure food safety, and 80% say they are more likely to patronize brands that enforce food safety standards consistently across every location through centralized oversight.

Assure supports a wide range of audit use cases, including brand standards, linked to franchises specific, food safety and operational compliance, and internal operational and quality audits. Assure's new purpose-built capabilities include:

- Audit templates with scoring, outcomes, and auto-fail logic
- Configurable audit outcomes (e.g., Exceeds, Meets, Below Expectations, Critical Fail)
- Auto-fail capability for critical violations regardless of total score
- Question-level importance tags and score grouping for segmented reporting
- Configurable "leave-behind" reports generated automatically at audit completion
- Integrated follow-up action lists created directly from audit violations
- Enterprise-ready asset (inspection site) management
- Cross-location and cross-brand reporting for corporate oversight
- Mobile-first audit execution with real-time submission

"Before adopting SmartSense, we relied on paper-based logs and lacked the visibility and consistency needed across our restaurants," said Jerry Juneau, Director of Classroom Training, Culture & Food Safety at Café Rio. "Since digitizing our processes, we've increased compliance from around 40% to over 95% and gained the ability to monitor and respond in real time across all our locations. What stands out with SmartSense is the company's focus on connecting data to action. That approach is critical for us, ensuring issues don't just get identified, but actually get resolved. Assure is a natural extension of that, helping reinforce accountability and consistency at scale as we continue to strengthen our food safety and

operational standards.”

SmartSense will demonstrate Assure and other SmartSense ONE capabilities at the National Restaurant Association Show, May 16-19 2026, at McCormick Place in Chicago. Attendees can visit the SmartSense booth 6472 at the Tech Pavilion in the North Building.

About SmartSense by Digi

SmartSense by Digi, a business unit of Digi International (NASDAQ: DGII), is a leading global provider of Internet of Things (IoT) Sensing as a Service solutions that deliver dynamic and personalized asset tracking, monitoring, process digitization, and digital decisioning across key verticals. The company enables organizations to leverage the power of IoT automation, prescriptive workflows, and insightful analytics to ensure compliance, workforce productivity, brand loyalty, loss prevention, and reduction of waste and energy consumption. Combining new and innovative data-driven approaches with world-class IoT tools, SmartSense partners with enterprises to elevate their business outcomes and asset protection to new heights. For more information, visit www.smartsense.co.

About Digi International

Digi International (NASDAQ: DGII) is a global technology leader empowering enterprises to build, connect, and manage the critical systems that drive their businesses. Through an integrated portfolio of managed services, intelligent software, secure connectivity, and resilient edge solutions, Digi helps enterprises monitor, update, and control assets in real time, strengthen compliance, streamline workflows, and keep distributed operations running without interruption. Since 1985, Digi has enabled organizations worldwide to modernize operations and confidently connect millions of devices. Learn more at www.digi.com/.

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