

Quick-service tech menu

Your guide to intelligent restaurant operations

unisys

What's inside

This guide is served in four courses: the problem, what's on offer, the proof it works, and what it means for your crew and your guests.

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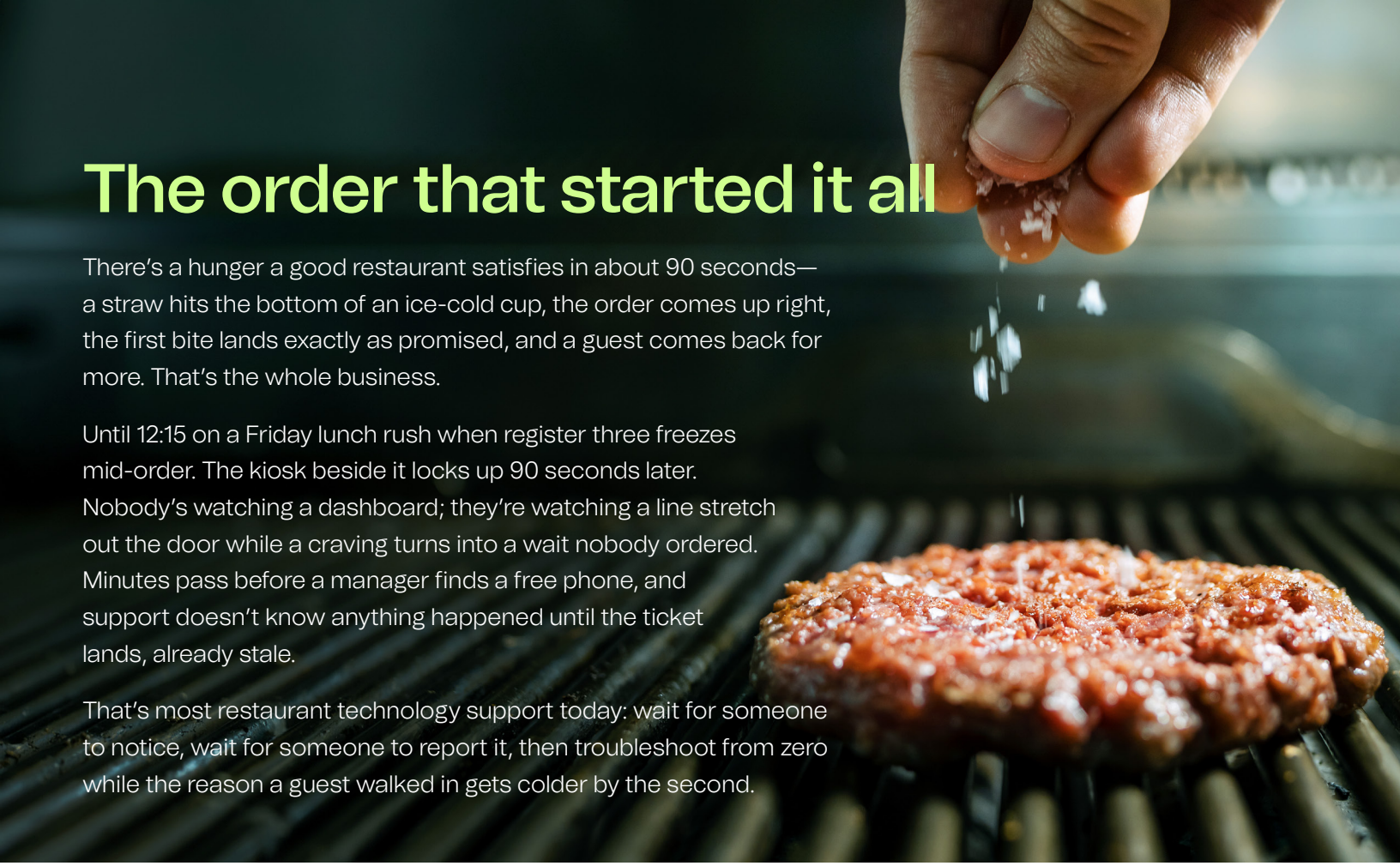
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The order that started it all

There's a hunger a good restaurant satisfies in about 90 seconds—a straw hits the bottom of an ice-cold cup, the order comes up right, the first bite lands exactly as promised, and a guest comes back for more. That's the whole business.

Until 12:15 on a Friday lunch rush when register three freezes mid-order. The kiosk beside it locks up 90 seconds later. Nobody's watching a dashboard; they're watching a line stretch out the door while a craving turns into a wait nobody ordered. Minutes pass before a manager finds a free phone, and support doesn't know anything happened until the ticket lands, already stale.

That's most restaurant technology support today: wait for someone to notice, wait for someone to report it, then troubleshoot from zero while the reason a guest walked in gets colder by the second.

What's on the menu

This guide is about a different order. Intelligent store operations is Unisys' integrated approach to restaurant technology operations, bringing together agentic support, endpoint management, field services, application services, and cloud operations. They help keep that 90-second moment running by detecting, understanding, and resolving technology issues before your crew or guests ever taste the difference, across every device, application, and location in the network.

Behind it all? Agentic Service Desk, Field Services, Unified Endpoint Management, Device Subscription Service, and Digital Experience Management (DXM) backed by application modernization, cloud intelligence, and infrastructure solutions and services from Unisys.

Some of that runs what guests actually touch: the kiosk, the counter, the drive-thru screen. Some run the applications and cloud systems behind them. One chef, every location, any number of orders.



The perfect bite: intelligent store operations that help you satisfy every order and appetite before your guests notice anything was wrong.

What's on the line

The menu got more complicated

A decade ago, restaurant technology meant a POS system and a fryer timer. Today, it's mobile ordering, kiosks, loyalty platforms, kitchen display systems, drive-thru lanes, and a network tying it together across thousands of locations. Most support models weren't built for that scale or for keeping every touchpoint as satisfying as the meals you serve.

The knowledge gap nobody talks about

Does your support model know that a particular POS error spikes every Friday at lunch? Or which fix gets a drive-thru screen back online faster? Restaurant technology has its own patterns and its own rush hours. Support without that context has to relearn every incident from scratch.



What quick-service restaurant operators are hungry for

Ask an operator what they want from their technology and here's what tops the list:

- Protect restaurant revenue and uptime
- Increase crew productivity
- Prevent incidents before they disrupt a shift
- Protect the experience that keeps guests coming back

→ **Next up:** the menu that pulls it all together.

All-day six-item menu

Six items make up a fully proactive restaurant operation, on the menu all day, every day, so you're ready to serve.

1 The Full Coverage

Every endpoint, POS terminal, kiosk, drive-thru display, kitchen system, and back-office device is monitored continuously, and devices are kept fresh with predictable pricing so there are no gaps in service or coverage.

Solutions: Agentic Service Desk, Unified Endpoint Management, Device Lifecycle Management

2 The Root Cause

Root-cause analysis and a knowledge engine built on restaurant-specific patterns and AI-driven diagnostics provide answers backed by data.

Solutions: Agentic Service Desk with root-cause intelligence from Hybrid Cloud Managed Services and Application Managed Services powered by Unisys Intelligence Accelerator

3 The Express Fix

Remote resolution handles scripts, reboots, and rollbacks before an order ever goes cold.

Solutions: Agentic Service Desk

4 The House Call

When a fix needs a person, AI-coordinated dispatch sends a fully briefed technician with parts in hand and AR guiding the repair. Since devices are managed as a service, the right hardware is always ready.

Solutions: Field Services

5 The Big Picture

Command-center visibility across the full network catches a pattern at a few stores before it reaches hundreds more.

Solutions: Agentic Service Desk aggregated across locations via Digital Experience Management

6 The Innovation Engine

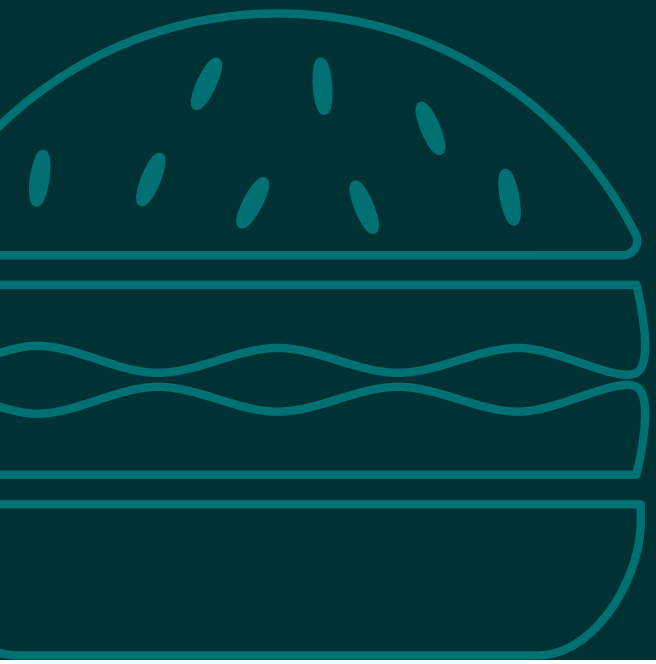
Modern applications and cloud platforms help restaurant brands launch new ordering and loyalty experiences without disrupting operations.

Solutions: Hybrid Cloud Transformation, Application Development and Transformation, Application Managed Services, Hybrid Cloud Managed Services

The busiest restaurant groups are already running this combination, freeing crews to serve every guest without a hitch.

The ingredients in every recipe

The menu draws from the same three ingredients throughout: detect, understand, and resolve. It's one continuous loop across every device, application, and supporting platform, powered by the same team, start to finish.



Detect

Telemetry and observability across every connected device catch the earliest signs something's off, before a crew member notices and before a guest feels it.

Understand

Root-cause analysis and a restaurant-trained knowledge engine brief the case with context: what's wrong, what's been tried, what's likely to fix it.

Resolve

From an automated remote fix to an AR-guided technician on-site, the right resolution reaches the right place fast, with as little disruption to the crew as possible.

By the numbers

Results from Unisys' work with quick-service restaurant clients:

$5.5
million in annual client savings

35%
of tickets resolved by AI, no human required

20%
faster resolution across the board

95%
first-visit fix rate when a technician is dispatched on-site

90+
applications modernized in 11 months

26%
lower system maintenance and operating costs

Every location, every shift

One standard, without exception

Corporate flagship or franchisee three time zones away, with proper multi-site deployments, the standard doesn't change. You experience the same detection, same response time, and same application performance because your guests expect great service every time they visit.

On the ground, everywhere

Field technicians cover every major restaurant market, active across US&C, EMEA, APAC, and LAC, so every location is a coverage map.

- 95% first-visit fix rate
- 7,000+ global field technicians

Reliable behind the scenes, everywhere

The applications and cloud systems behind the counter get the same monitoring, the same performance standards, and the same modernization path at every location, so a flagship rollout and a 500th location run on the same foundation.

Shaped around how you run

Every operator's mix varies across seasonal rushes and new openings. Device fleets vary, and counts scale up or down with demand. With Unisys, service is measured against outcomes that matter to your business rather than a generic service-level agreement.



Full, satisfied, and back for more

Unisys solutions, working toward one thing: smoother operations and a guest experience that shows it.

Benefit	How you experience it	What makes it possible
Less troubleshooting, more serving	When a kiosk error fixes itself before anyone notices, that's time back for what crew signed up for: feeding people, not diagnosing hardware.	Agentic Service Desk, Digital Experience Management
Shift managers who run the floor	There is no stepping away from a rush to get on hold with support. The technology reports on itself, so a shift manager's job goes back to running the shift.	Agentic Service Desk
Devices that don't slow the crew down	Kiosks, POS terminals, and kitchen displays stay current, secure, and in working order without crew ever managing an update, a repair ticket, or a replacement order themselves.	Unified Endpoint Management, Device Lifecycle Management
Backup that shows up ready	When something needs a hands-on fix, a technician arrives already briefed with fault history and parts in hand so crew aren't the ones stuck explaining the problem twice.	Field Services
Software that evolves with you	The ordering, loyalty, and kiosk software crew relies on every shift stays modern, fast, and continuously improved without ever pulling a shift offline to do it.	Application Development and Transformation, Application Managed Services, Hybrid Cloud Managed Services, Hybrid Cloud Transformation
Proof that it's working	Most support metrics stop at whether a ticket is closed. We measure the total experience, including the crew and guest experience, service satisfaction, speed, and accuracy. That's what leadership needs to see, and this is how they can see it.	Digital Experience Management

When it all works

This is the whole point of proactive support: a surge in orders and nothing dramatic happens because what could've gone wrong has been avoided and every guest walks out full, satisfied, and ready for more.

Hungry for more?

Every restaurant network runs differently, which means every combo looks a little different too. The fastest way to see what that looks like for yours is to walk through it together.

Let's find the right combination for your operations. Contact us today.

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