

# Driving uptime and revenue: unified IT support for quick-service restaurants

**Unisys Agentic Service Desk**



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# What end-to-end support makes possible

Most organizations measure their service desk performance by ticket volume, cost per incident, speed of answer, handle time, and first contact resolution rate. Reasonable starting points — but they don't capture what's possible when your service desk, field services, and knowledge management work as one coordinated system.

When they do, the impact is concrete. Users get service on demand. Agents access the right answer faster. Field technicians arrive with the full picture. Employees return to work quickly. That's what it looks like when IT support is treated as a strategic function instead of a support cost.

Here's how it works.



# The building blocks of unified IT support

Service desk, field services, and knowledge management each have a distinct role – and a bigger collective impact when they work as one.



## Service desk

The front line of the employee experience. Handles IT inquiries to resolve or facilitate fulfillment. Sets the tone for how employees feel about IT.



## Field services

Covers physical service, from on-site technician visits to smart asset lockers where employees can swap a broken device in minutes.



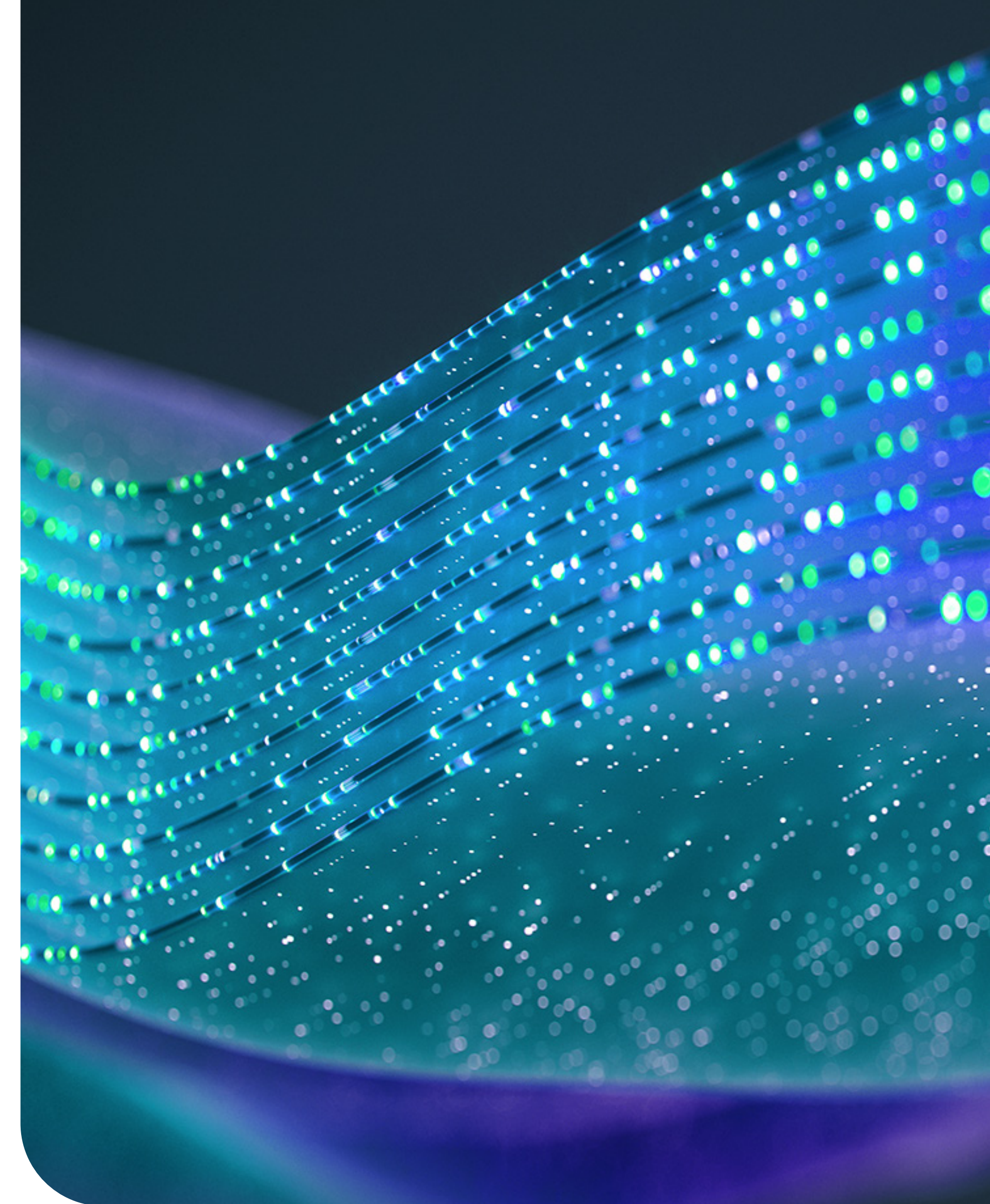
## Enterprise knowledge management

Feeds chatbots and self-service tools with accurate, comprehensive information. Learns from every interaction and generates new knowledge articles with AI.

Organizations connecting these three functions use solutions like Unisys Agentic Service Desk, powered by Unisys Service Experience Accelerator (SEA). This is a proprietary technology framework that orchestrates better user experiences through insights, integration, and agentic automation.

Shift from siloed to connected and change every part of the experience for crew members, remote workers, and for corporate leadership.

Siloed functions	Unified system
Agents search across disconnected systems	Relevant knowledge is automatically surfaced
Field technicians arrive without the full picture	Field technicians arrive with the right tools, parts, and skills
Knowledge bases go stale between manual updates	Knowledge updates continuously from interaction data
Leadership sees a cost line	Leadership sees measurable business outcomes



# Unified support in action

The impact of end-to-end IT support is easiest to see in specific situations. These three scenarios illustrate how integrated IT support reduces digital friction and enables quick-service restaurants to focus on serving guests.

## Keeping terminals running during peak service

**Scenario:** A quick-service restaurant where a point-of-sale terminal freezes during the lunch rush, forcing staff to reroute orders, increasing wait times and frustrating customers.

**The solution:** With proactive device telemetry and AI-driven monitoring, system anomalies are detected before failure. If a terminal begins showing signs of degradation (latency, memory issues, or network instability) the service desk can trigger automated remediation before the outage impacts operations.

**The impact:** Downtime is minimized or avoided entirely, protecting transaction volume during the busiest revenue window. Faster recovery means shorter lines, preserved order accuracy, and a smoother customer experience.

## Keeping leaders connected on the move

**Scenario:** Shift managers and corporate leaders are constantly on the move, relying on mobile devices and apps for store performance dashboards, staffing tools, and operational reporting.

**The solution:** Unisys Agentic Service Desk monitors device health, app performance, and connectivity across your mobile workforce, catching issues early and resolving them automatically before a ticket is ever raised. When a device needs replacing, the system coordinates field services or directs the employee to a nearby asset locker where a pre-configured replacement is ready to go.

**The impact:** Managers and leaders maintain continuous access to operational data, improving decision-making speed and reducing administrative IT friction.

## Keeping every franchise location consistent

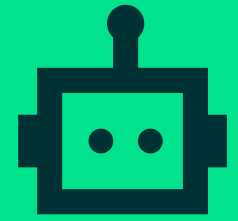
**Scenario:** A global quick-service restaurant brand struggles with inconsistent technology experiences across franchise-owned and corporate-owned stores. Some locations have fully functional kiosks and POS systems, while others operate with outdated hardware, slower support response times, and uneven uptime.

**The solution:** Unisys Agentic Service Desk standardizes support delivery across all locations by enforcing consistent workflows, device policies, and escalation paths. It uses centralized intelligence to identify underperforming sites, proactively flag aging devices, and trigger life cycle refresh recommendations. Field services are dispatched in a coordinated, prioritized model based on business impact rather than reactive ticket order.

**The impact:** Technology experience becomes consistent across the entire franchise network, reducing operational variance and improving customer experience regardless of location.

# How Unisys connects the dots

Unisys connects the service desk, field services, IT service management, and knowledge management into one coordinated support experience.



## Unisys Digital Assistant

The AI-powered chatbot that delivers knowledge directly to employees across any channel, in virtually any language through real-time translation.



## Knowledge curation

Powered by SEA, the knowledge curation tool analyzes tickets, detects gaps, and generates new articles continuously — so agents and self-service tools are always working from what's current.



## Intelligent automation

Handles routine tasks like password resets, account access, and basic troubleshooting. When agents do step in, relevant content and suggestions are surfaced automatically.



## Reporting and analytics

Brings experience-level insights, sentiment analysis, and predictive indicators into a single view. IT leaders can see what's working, what needs attention, and where to act next.

## Results from the field

Unisys Digital Assistant and the knowledge curation tool are live across global client deployments. Here is what the data shows.

### Employees are choosing to use it

Chat abandonment dropped from 34% to 19% across deployments. Users are staying engaged, asking follow-up questions and finding answers rather than routing around the system to reach a human agent. Adoption increased by up to 36% compared to previous chatbot technology.

### Knowledge gaps are being caught automatically

In a sample of 74,200 tickets from a global client, the knowledge curation tool automatically identified nearly three times more potential knowledge opportunities than manual agent review — faster, and with its top selections validated at 100% accuracy.

### Self-service is holding steady and growing

SEA accounts show a steady 25% resolution rate for knowledge Q&A, with upward trends in user trust and adoption across all active deployments.

*Source: Unisys Service Experience Accelerator operational data, 2025*

## Results from a global client's operations:



*Source: Unisys global quick-service restaurant client data, 2025*

## Agentic AI at work

Agentic Service Desk is putting agentic AI to work where it counts most. It analyzes issues, takes action across IT systems, and guides support teams through resolution — restoring productivity faster. In field services, Salesforce Agentforce executes scheduling and adjusts in real time. No manual coordination required.

## Recognized by industry analysts



# What's possible for your organization

IT support built as a unified strategy gives leadership something fragmented systems can't — a clear picture of what support is producing. Reduced downtime. Higher employee satisfaction. Fewer escalations.

Success looks different for every organization.



Protecting uptime at a 24-hour facility without adding overnight staff.



Delivering effective IT support to remote and on-site employees.



Walking into a budget conversation with hard numbers instead of anecdotal cases.

Whatever it looks like for you, the path starts with understanding where you are today.

## The team behind the technology

Unisys runs some of the world's most complex IT support operations. That experience runs through everything we do — across thousands of client environments and our own operations.

Behind every automated resolution, every knowledge article, and every field technician dispatch is a team that understands what good IT support requires and how to deliver it. People who design the systems, refine the processes, and stay accountable for the outcomes.

When you're ready to see what that means for your organization, we're ready to help.

Visit [Unisys.com](https://www.unisys.com) or [contact us](#) today.

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