

# Rapid Value Assessment: Knowledge Management

A four-week AI-knowledge curation proof of value for quick-service restaurants

## Deliver effective answers across your business

From restaurant operations and point-of-sale support to corporate functions and back-office systems, critical knowledge is often spread across SharePoint sites, shared drives, and disconnected repositories. Effective knowledge curation brings it all together. Find answers and resolve issues faster, while staying focused on delivering positive experiences that drive customer loyalty.

## See the impact firsthand

A Knowledge Management Rapid Value Assessment shows what's possible when you organize and optimize your knowledge bases. Over four weeks, Unisys uses AI-powered analysis to evaluate knowledge sources across restaurant operations, corporate functions and IT support—identifying gaps, improving content quality and automatically generating new articles. You'll see how the Unisys Agentic Service Desk helps employees find answers faster and improves crew and customer experiences, all before making a larger commitment.

## What happens during the workshop

<b>Initiation</b>	We kick off the engagement, align on objectives and establish your project agenda with key stakeholders.
<b>Setup and security</b>	Map your data sources, spin up the platform environment and complete security reviews to ensure compliance with your requirements.
<b>Data ingestion</b>	Ingest ticket data, knowledge articles and resolution notes from your ITSM platform. Security access is confirmed, and your team receives platform credentials.
<b>Analysis and validation</b>	Run AI-powered analysis on your knowledge base. Review findings together, validate data quality and generate heat maps showing coverage gaps against support needs.
<b>Insights and content creation</b>	Deliver and evaluate your comprehensive assessment report. Using generative AI, we deliver up to 10 new or updated knowledge articles on priority topics, demonstrating the solution's content generation capabilities.
<b>Delivery and roadmap</b>	Walk through your value presentation, including an ROI analysis, a full deployment cost estimate, and a roadmap for scaling knowledge management across restaurant operations, corporate functions, and enterprise applications.

Our proven methodology can help increase restaurant uptime, using AI and automation to proactively resolve an average of 35% of user issues over a five-year period.

Based on average client outcomes over a five-year period; results may vary depending on environment and deployment scope.



## Why participate in the workshop

### De-risk your investment

See measurable results and ROI projections before committing to full deployment across restaurant and corporate operations

### Quick wins

Receive up to 10 production-ready knowledge articles that help employees resolve common operational, technology, and business process questions faster

### Clear roadmap

Get actionable recommendations and cost estimates tailored to your restaurant environment, business systems, and operational goals

### Hands-on experience

Experience how AI-powered knowledge curation can reduce time spent searching for information and help keep restaurant operations running smoothly

See what smarter workplace solutions can do for your organization.

Visit the links below to learn more about intelligent IT support from Unisys.

[Guide: Agentic IT support for next level teams](#)

[Video: Effortless IT support](#)

[Book your four-week assessment today](#)



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