



Info sheet

Keep your restaurants running at full speed

Predictive, preventative IT support for quick-service restaurants

When a kiosk freezes mid-rush or a POS goes dark in the drive-thru, the crew can't stop to call IT. Most quick-service restaurant (QSR) IT support depends on someone noticing the problem and finding a moment to report it. That rarely happens at peak service hours. By the time a ticket is logged, the damage is already done. Orders are lost, lines are backing up, and the crew is managing a disruption instead of serving customers.

Unisys service desk changes that model entirely. We monitor devices continuously across every location — kiosks, POS, drive-thru screens, and back-office systems. Unisys detects, diagnoses, and resolves issues proactively, often before anyone on the floor notices anything is wrong.

What changes when IT stops being reactive

Revenue protection	Proactive detection keeps kiosks and POS running through the rush. Every minute of uptime is another order processed.
Crew stays on the floor	When issues are resolved proactively, the crew's focus stays on customers, without pausing service to log a ticket or waiting on hold.
Fewer repeat incidents	AI identifies recurring failure patterns and automates fixes before they spread, catching a bad software update before it reaches hundreds of restaurants.
One view across every location	Franchise, corporate, and multi-country operations through a single provider. One accountability point. One standard of support.
Predictable support costs	Automating the most common ticket drivers reduces escalation volume, shifting costs from reactive headcount to proactive intelligence.

Reactive vs. proactive: The shift in practice

See how these two support models compare across the moments that matter most.

Reactive IT support	Proactive IT support with Unisys
Crew reports issue mid-service	Anomaly detected automatically before widespread service is disrupted
Ticket queues during peak hours	Fix deployed in seconds, often before staff notice
Field tech dispatched without context	AI-coordinated dispatch: right technician, right parts, right time
Software outage spreads across locations	Faulty rollout detected, paused, and contained, with findings routed back to engineering
Support costs scale with ticket volume	Automation reduces ticket volume and cost model shifts with it

How Unisys Agentic Service Desk works in a QSR environment

The same AI-powered IT support that monitors millions of enterprise devices globally is tuned specifically for QSR operations — trained on the device types, failure patterns, and service rhythms unique to this environment. The result is a support model that knows the difference between a routine reboot and an early sign of failure and responds accordingly before service is affected.

Speak with a Unisys QSR advisor to see where proactive support makes the biggest difference across your locations. [Contact Us](#).

Questions worth asking about your current support model

- When a kiosk or POS goes down during peak hours, does your crew still have to call IT?
- Do you know your top recurring ticket drivers across the restaurant network?
- How are you monitoring device health across locations — real-time or reactive?
- How much of your support cost is tied to issues that repeat month after month?



[unisys.com](https://www.unisys.com)

© 2026 Unisys Corporation. All rights reserved.

Unisys and other Unisys product and service names mentioned herein, as well as their respective logos, are trademarks or registered trademarks of Unisys Corporation. All other trademarks referenced herein are the property of their respective owners.