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Keep your restaurants running at full speed

Solutions for intelligent store operations

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 changes that model entirely. By combining AI-driven intelligence, telemetry, automation, and industry expertise, we detect and resolve restaurant technology issues before the crew or guests feel them. We continuously monitor and support the applications, devices, and infrastructure that power modern restaurant experiences, from kiosks and POS systems to drive-thru platforms, loyalty applications, and hybrid infrastructure environments across every location.

What changes when IT becomes proactive

Revenue protection	Proactive detection and application-aware monitoring help keep kiosks, POS systems, ordering applications, and supporting infrastructure and services running through the rush.
Crew that stays on the floor	Most issues resolve before the crew notice. When a technician is needed, they arrive briefed and parts-ready — empowering the crew to stay focused on guests.
Fewer repeat incidents	AI identifies failure patterns and automates fixes before they spread. When issues stem from legacy applications or workflows, modernization addresses it at the source.
One view across every location	A single provider manages devices, applications, infrastructure, operational intelligence, and on-site support for one accountability partner and standard of service.
Predictable support costs	Remediating anticipated ticket drivers reduces escalation volume. Predictable device refresh cycles replace unpredictable capital spend and shift costs toward proactive intelligence.
Continuous improvement	Modernized applications and resilient hybrid cloud operations help restaurants roll out new ordering, loyalty, and guest experience capabilities with less risk and disruption.

Reactive vs. proactive: The shift in practice

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

Traditional IT support	Proactive support with Unisys
Crew reports issues after peak hours	Anomaly is detected with AI before widespread service disruption
Tickets stack up without resolution	Fix is deployed in seconds, often before staff notice
Field tech is dispatched without context	AI coordinates dispatch of the right technician and parts at the right time
Software outage spreads across locations	Issue is detected in testing prior to production rollout, with root cause findings routed back to engineering to prevent repeat issues
Support costs scale with ticket volume	AI acceleration reduces ticket volume and cost model shifts with it
Legacy applications slow feature delivery and create recurring failure points	Applications are modernized with AI-assisted development and testing, reducing recurring incidents and speeding delivery
Device refresh cycles create capital pressure and coverage gaps across locations	Devices are refreshed, financed, and managed under a predictable subscription — no procurement cycle, no coverage gap, no end-of-life surprises
On-site dispatch is slow, uncoordinated, and often requires a return visit	7,000+ field technicians arrive briefed with parts ready, resolving issues on the first visit
Infrastructure changes create unpredictable risk across restaurant locations	Infrastructure across cloud and data center environments are monitored with telemetry, observability, and automated remediation to prevent disruption before issues reach the floor

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?
- Are legacy applications slowing innovation or creating recurring operational issues across locations?

How intelligent store operations work in a QSR environment

Unisys combines AI-driven intelligence and proven execution into a single operational loop built specifically for QSR environments. Telemetry from devices, applications, and infrastructure helps identify issues before they affect restaurant operations. The right fix, automated, remote, or on-site, is deployed before crew or customers feel the impact. And because the system learns from every incident across thousands of restaurant locations, it gets more proactive, faster, and more accurate over time.

See what intelligent store operations could look like across your locations. [Contact us.](#)



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