ANATOMY OF A CONNECTED QSR

ENTRANCE/ORDERING

Front Counter

Fail to deliver convenience, speed and relevance, and diners will walk out the door.

★ Install self-order kiosks to enable convenient self-service, showcase menu features and reduce wait times.

Waiting Areas

Differentiate your customers' dining experience with custom downloadable mobile apps and loyalty programs.

★ Launch personalized loyalty programs and generate customer insights using mobile and AI.
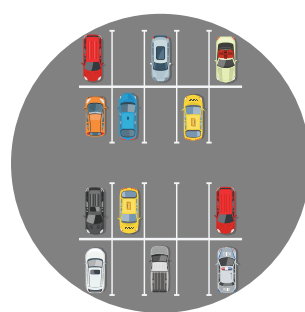
Point of Sale

Automate and speed transactions with contactless payment and computer vision technologies.

★ Deploy contactless POS solutions and connect computer vision to pre-ring orders and confirm accuracy.

PARKING LOT/ DRIVE-THRU

Parking Lots

The customer experience begins the moment customers enter the premises.

★ Leverage computer vision to flag unwanted behaviors and enable license plate recognition.

BACK-OF-THE-HOUSE

Hot/Cold Food Storage Areas

Food safety is critical to protecting customers and your brand.

★ Deploy IoT temperature control monitors in refrigerators/freezers and hot and cold pre-prep areas to alert managers of unsafe temperatures.

Food Preparation Areas

Monitor triggers to streamline food prep and reduce wait times.

★ Deploy computer vision to monitor food containers and generate alerts when additional food needs to be prepared.

Drive-thru Audio/Visual

Deliver enhanced customer experience, reduce perceived wait times with compelling audio/visual.

★ Integrate audio/visual technologies to enable two-way customer communications, deliver promotional messaging and enhance the customer experience.
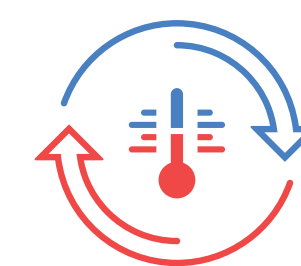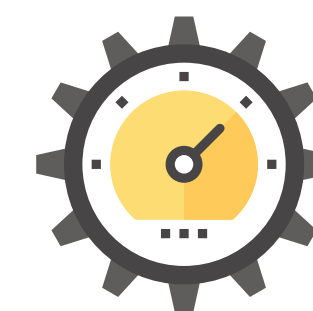
Back-of-the-House

Improve efficiency and reduce wait times by empowering employees with predictive analytics.

★ Leverage AI applications that predict demand based on weather patterns, local events, peak hours and parking lot traffic.
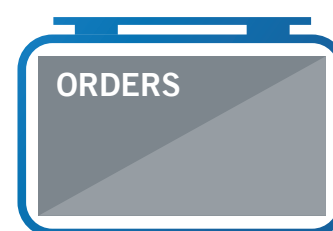
Queue Management

Leverage technologies to increase visibility and reduce wait times.

★ Deploy computer vision and AI software to collect critical data to predict peak times, food demand and wait times for better, faster service.

Infrastructure

Optimize performance of advanced technologies across the location.

★ Ensure optimal performance with scalable, properly deployed low voltage and wireless infrastructure.

Food Preparation Areas

Cost effectiveness, efficiency and safety are critical to long-term success in the QSR space.

★ Employ robotics to handle basic food preparation with increased efficiency and safety.

★ **Advance your quick service restaurant capabilities with the right technologies.**
Telaid can help you get started.
www.telaid.com

TELAID

Telaid works with some of the largest, most respected brands worldwide to accelerate their technology adoption for better business outcomes. Our track record speaks for itself.

RAPIDLY EXPANDING QSR

Support **2,000+** LOCATIONS NATIONWIDE

SLA delivers **72 HOUR** response on system failures

Telaid client since 2019

WORK PERFORMED

- Warehouse, stage, configure and ship critical devices to support 800-1,000 site projects on a consistent basis.
- Serve as end-to-end technology partner, working with virtually all critical technologies in 2,000+ locations nationwide.
- Address any system failures to get locations back online within 72 hours, regardless of the issue.

LEADING BIG BOX RETAILER

51 distribution facilities in **23** STATES

Telaid client since 2010

OPERATES MORE THAN **1,900** stores across U.S.

WORK PERFORMED

- Offered complete low voltage design and engineering services
- Modeled infrastructure plan in Revit to identify challenges prior to on-site installation
- Identified repair hindrance and selected camera housings that will save time and money during field repairs by offering easy camera access

GROCERY LEADER, KROGER

Telaid client since 2008

2,700+ STORES

Handled deployment of **750,000** IoT DEVICES

WORK PERFORMED

- Deployed innovative 750,000-device Internet of Things temperature monitoring system.
- Upgraded wireless infrastructure with approximately 17 access points per store required to support the system.
- Handled nationwide rollout, which achieved an ROI of millions of dollars in fewer than 12 months.

LEADING HOME AND GARDEN RETAILER

15 regional distribution centers serving more than **1,700** STORES

NEWEST FACILITY more than **1 million ft²**

Telaid client since 2012

WORK PERFORMED

- Installed and tested hundreds of devices including speakers, access points, printers, workstations, telephone
- Provided complete MDF/IDF build-outs
- Provided terminations and testing certifications of all Cat6 and fiber optic cabling

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WHY TELAID ✔

OVER 40 YEARS BEST PRACTICES
Expertise with an IT focused Approach

HYBRID SERVICE DELIVERY ORGANIZATION W-2 and Proven Partner Field Resources balancing *quality* and *cost*.

1600+ STRATEGIC PARTNERS in our technician network

5 Office locations across the U.S.

OVER 3000 Technicians across our expanded network

ACCREDITED PMP & BICSI Certifications

OUR CLIENTS:

14 OUT OF THE TOP **50** retailers along with leaders in Logistics, Financial Services and Healthcare.

7 companies earning **$50 billion dollars or more** depend on us for their IT integrations.

INDUSTRIES SERVED:

RETAIL & ENTERTAINMENT | GROCERY | QUICK SERVICE RESTAURANTS | LOGISTICS | FINANCE | HEALTHCARE

TECHNOLOGY & IT FOCUS:

24x7 PMO (PROJECT MANAGEMENT OFFICE) and **Contact Center**

250,000 sq. ft. (OF RACKABLE SPACE) **IoT** Staging Facility in Norcross | GA Specializations that span physical, network and application layers.

Approximately **380,000** technology devices processed & shipped through our **Technology Solution Center (TSC)** each year.

95% on time delivery of projects.

OUR OPERATIONS:

98% Service Level Agreement (SLA) Attainment

95% 1st Visit Resolution

TELAID