



Case Study: Kiosk Ready QSR Store Designs

Our client, a global IT solutions provider for the Quick Service Restaurant (QSR) industry, supports major QSR brands with kiosk programs and digital transformation initiatives.

As part of a large rollout, the client required accurate kiosk-ready floor plans that would ensure correct measurements, minimize disruption, and accelerate implementation across multiple regions.

To achieve this at scale, the client engaged Saisystems Technology to enhance design accuracy, improve workflows, and ensure faster delivery.

Challenges

A leading QSR brand launched a large-scale self-service kiosk initiative across San Diego, New York, and Canada. The rollout faced multiple challenges:

- **Inaccurate store dimensions and seating counts.**
- **Incomplete or inconsistent documentation.**
- **On-site data collection issues.**
- **Delivery of kiosk-ready designs rapidly across multiple regions under tight deadlines**

These issues created backlogs, delayed implementation, and risked inconsistent customer experiences.

Solutions and Services

Saisystems Technology partnered closely with the client to transform the approach and ensure the kiosk-ready designs were delivered with speed and precision.

Key Initiatives Implemented:

Phased Design Approach: Executed store designs in location-based phases to ensure better control and timely completion.

Advanced Survey Technology: Recommended the use of Matterport for detailed 3D surveys, providing accurate dimensions, immersive virtual views, and real-time photo documentation.

Rapid Staff Augmentation: Deployed a skilled design team to immediately address and rectify dimensional inaccuracies in floor plans.

Process Optimization: Introduced revised workflows that improved turnaround times by up to 80%, ensuring faster project delivery.

Enhanced Quality Framework: Updated quality check guidelines aligned with kiosk installation decks and defined client standards.

Smart Project Tracking: Implemented Smartsheet as the central project management tool, providing real-time dashboards, task tracking, and improved stakeholder visibility.

Project Timeline

Our client was under pressure to meet a very tight schedule, but the project was successfully executed in three phases across multiple regions:

98 stores completed across 3 regions within just 19 days.

Results

The collaboration between our teams delivered measurable results and significant operational improvements:

**100%
Quality
Assurance**

**80%
Faster
Turnaround**

**50%
Reduced
Site Visits**

- The team achieved accuracy levels exceeding client expectations.
- Optimized workflows reduced project timelines substantially.
- Seamless Transition: Complete design workload transitioned smoothly to Saisystems Technology within agreed timelines.
- Enhanced Accuracy: Improved floor plan precision enabled on-site specialists to complete work efficiently, reducing site visits by 50%.
- Increased Client Satisfaction: Accurate data, faster delivery, and minimal rework led to improved franchisee confidence and smoother kiosk deployment.

Client Impact

By leveraging Saisystems Technology's design expertise and streamlined processes, the client achieved faster kiosk deployment, reduced operational bottlenecks, and ensured consistency across regions. The accelerated rollout not only saved costs but also created a smoother path for enhancing customer experiences.

**Accelerate Your QSR Expansion & Redesign
Contact the QSR Store Design Team Today**



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