

11 questions to consider when choosing a new enterprise POS partner

The right POS partner doesn't just process orders — it helps reduce drive-thru times, improve order accuracy and give operators control across every location.

Use this checklist to evaluate potential POS partners. If a provider can't clearly explain how they support these capabilities at scale, they may struggle to meet the speed, complexity and reliability demands of a modern QSR operation.



Speed

In QSR, speed equals revenue.

1. Drive-thru performance visibility*

Can the provider clearly demonstrate how they measure and improve end-to-end drive-thru speed?

- Vehicle tracking:** How does the system track vehicles through the full drive-thru journey (beyond the speaker box)?
- Order sequencing:** What controls prevent order mix-ups in dual-lane or high-volume environments?
- Bottleneck insight:** Does the platform help identify where congestion forms — merge points, payment windows or pickup zones?

2. On-premises ordering optimization

Can the POS support multiple ordering touchpoints without fragmenting operations?

- Native kiosks:** Are self-ordering kiosks part of the core POS, or dependent on third-party integrations?
- Handheld ordering:** Can staff take complex orders from anywhere using devices that mirror the full POS experience?
- Throughput impact:** How does the provider quantify the effect of kiosks and handhelds on ticket size and peak-hour capacity?



Kitchen intelligence

Speed at the front breaks down if the kitchen can't keep up.

3. Kitchen display systems built for throughput

Does the kitchen system seamlessly consolidate and streamline orders from the front counter, kiosks, delivery providers and other channels?

- Intelligent routing:** Can orders from all channels be dynamically routed to specific stations based on current workload?
- Visual clarity:** Are orders displayed using clear visual cues to reduce cognitive load for busy teams?
- Performance analytics:** Does the system provide real-time visibility into preparation times and bottleneck identification?

*Available with a Genius integrated POS add-on solution

Enterprise management

Multi-location operations require centralized data and automated administration.

4. Centralized command and inventory*

Can administrators manage the network and inventory without logging into each location?

- Enterprise projections:** Does the system combine corporate-level forecasting with local insights (like weather swings or road closures) to predict traffic?
- Cloud-based inventory:** Can managers enter, track and update stock levels from anywhere using a dedicated mobile app?
- Unified real-time data:** Are live sales, labor and inventory depletion data viewable across locations in a single view?
- Instant updates:** Can menu changes, pricing updates or limited-time offers be pushed across all sites at once?

5. Automated workforce management*

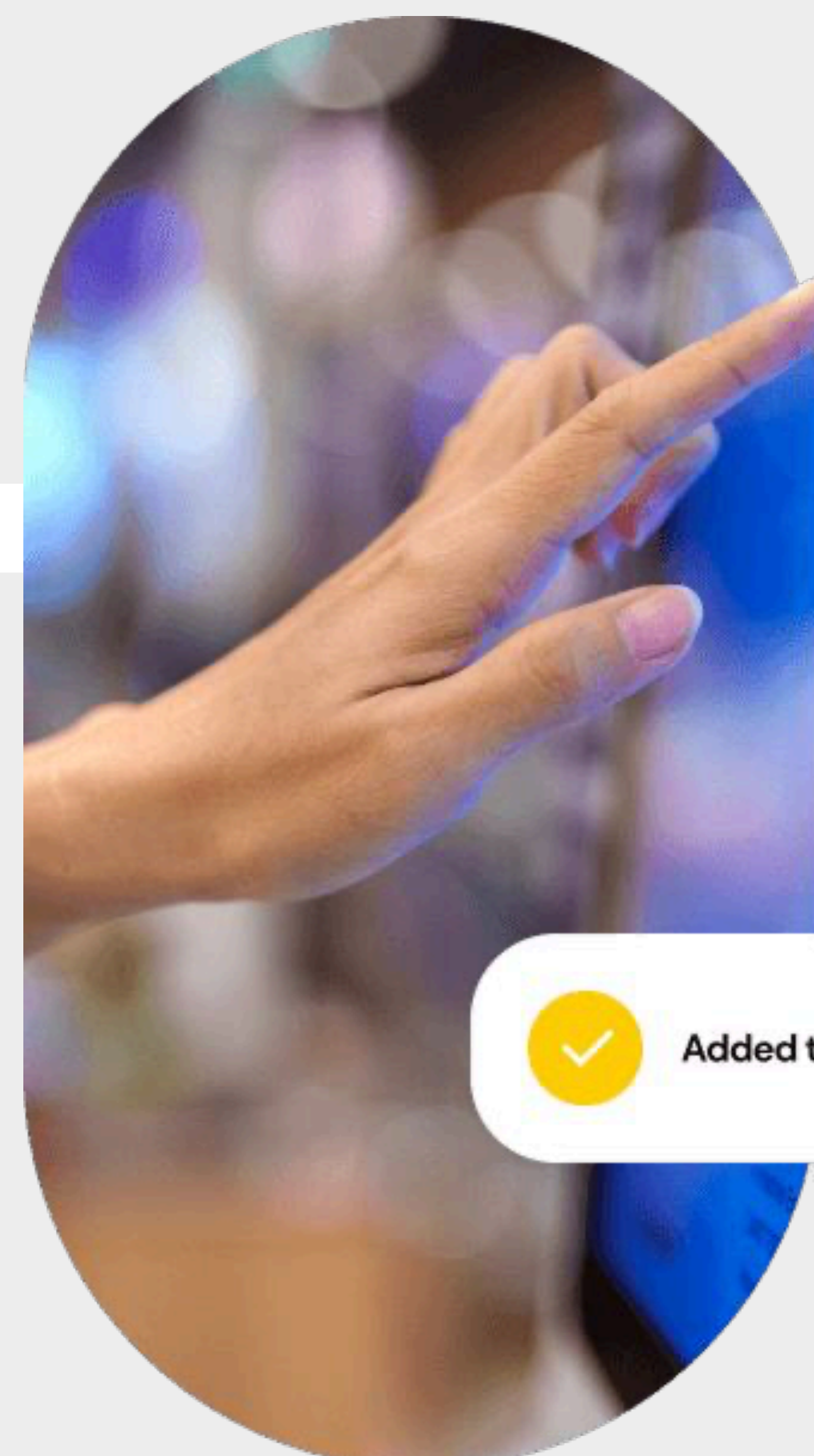
Does the platform simplify compliance and empower your staff?

- Team portal app:** Can employees view schedules, validate hours and pick up shifts via a dedicated mobile app?
- HR and employee sync:** Does new-hire data flow seamlessly from your hiring platform to the POS to eliminate re-entry errors?
- Labor law compliance:** Does the system automatically account for regional pay rules, Fair Workweek requirements and overtime regulations?

6. Unified loyalty experience

Does the POS support a consistent guest experience across channels?

- Omnichannel recognition:** Can customers be identified across drive-thru, kiosk and mobile orders?
- Friction reduction:** Does loyalty work without adding steps, logins or extra hardware at the window?



Reliability and hardware

Downtime is lost revenue.

7. Operational resilience

How well does the system perform when conditions aren't ideal?

- Kitchen-ready hardware:** Are terminals designed for heat, grease, spills and constant use?
- Offline continuity:** Can locations continue operating and accepting payments during network outages?

8. Integrated security and extensibility

Does the platform protect your business while remaining flexible?

- Security foundation:** Are encryption, tokenization and PCI support built into the core platform?
- Open integration:** Does the provider offer APIs to connect delivery platforms, scheduling tools and other critical systems?

Making the decision

A strong POS partner should be able to back up their claims.

9. Enterprise readiness

Can the provider point to real-world QSR deployments at your scale?

- Comparable brands and environments.
- Clear implementation timelines.
- Defined support and escalation models.

10. Cost and risk clarity

Do you understand the full cost of ownership?

- Licensing, hardware, implementation and support.
- Payment processing structure.
- Ongoing maintenance and upgrade costs.

11. Pilot and validation plan

Before committing, can you test what matters most?

- Measure speed of service, order accuracy and reliability.
- Validate performance during peak hours.
- Define clear success criteria before rollout.

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Ready to check every box?

Genius provides the enterprise-grade speed, resilience and intelligence required to handle high-volume QSR environments. [Contact our enterprise solutions team today.](#)