

The cameras are already there. Nobody is watching them for the right thing.

Every food-service site in Canada already runs IP cameras for loss prevention — recording continuously, reviewed only after something goes wrong. **Synoris Mise** reads those same feeds for operations: how space is used, how long work takes, and where the queue forms. One solution, no new hardware, three archetypes covered from the same install.

WHY ONE SOLUTION COVERS ALL THREE

A Domino's franchise, an independent restaurant and a cloud kitchen look like different businesses. Through a camera they are the same: **people moving between zones, product moving between stations, and a customer waiting somewhere.** Change the zone map and the same engine reports on a make-line, a dining room, or a courier pickup shelf. That is the whole argument — one product, one deployment, three markets.

FIVE PRIMITIVES — EVERYTHING ELSE IS DERIVED

Zone occupancy Who or what is in a defined area, and for how long.	Dwell time How long a person, table or tray stays in a state.	Cycle time Start-to-finish of a repeated task at a station.	Queue depth People waiting, and how fast the line is moving.	Handoff latency Dead time between one stage finishing and the next starting.
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Table turn time, make-line speed, time-to-greet, courier wait, station bottleneck — all of these are combinations of the five. The engine does not change per customer; the zone map does.

SAME ENGINE, THREE ZONE MAPS

ARCHETYPE	ZONES DRAWN ON THE EXISTING FEEDS	WHAT THE OPERATOR GETS
Domino's franchise Make-line, oven, cut table, carryout counter, driver door	Make-line stations · oven in/out · cut-and-box · rack · lobby and carryout queue · driver load-out zone	Cycle time per station vs corporate service standard · where the 20 seconds went on a slow order · rush-hour staffing shape · driver dispatch delay after rack
Independent restaurant Dining room, host stand, pass, bar	Each table as a zone · host stand · service pass · bar · bussing station	Live table state and true turn time · time-to-greet after seating · dirty-table dwell before bussing · section balance · covers vs staff on shift
Cloud kitchen Stations, expo, pickup shelf	Each cooking station · expo/assembly bench · brand shelves · courier pickup zone · door	Bottleneck station per daypart · assembly time per brand · food ageing on the shelf · courier wait at pickup · congestion heatmap for layout changes

WHAT IT IS NOT

This is not surveillance of individuals, and it must not be sold as one. Mise reports on **process, zones and roles** — never a named employee's scorecard. No faces are matched, no biometric template is created, and no identity is stored. The product answers "the cut table is the constraint between 6 and 8pm," not "Marc was slow on Tuesday." That is both the right design and the only version that survives a Canadian privacy review or a union conversation.

REFERENCE ARCHITECTURE — VIDEO STAYS ON SITE

EXISTING FEEDS	RTSP pulled from the site's current NVR/DVR and IP cameras. No camera replacement, no cabling, no downtime. Typical site: 6–12 feeds, 2–4 of them useful for ops.
EDGE APPLIANCE	One small GPU box per site running detection, tracking and pose estimation against the zone map. Faces blurred at the frame before anything is written. VIDEO NEVER LEAVES THE PREMISES.
UPLINK	Only anonymous events cross the wire — <i>zone 4, occupied, 312s</i> . Kilobytes per hour, not gigabytes. Site keeps working if the link drops; events buffer and replay.
CLOUD (CA-CENTRAL-1)	IoT Core ingest → S3 event lake → DynamoDB operational state → deterministic metrics service in Lambda for every number.
REASONING	Bedrock (Claude) reads the day's events plus POS and roster context and writes the shift digest: what the constraint was, what it cost, what to change tomorrow. The model explains — IT NEVER DOES THE ARITHMETIC.
SURFACE	Live floor view for the manager · nightly digest to phone in EN or FR · weekly estate roll-up for the franchise or group owner.

CANADIAN COMPLIANCE — DESIGNED IN, NOT BOLTED ON

- **PIPEDA** — camera analytics must meet a reasonable-purpose test and be proportionate. Operational metrics on existing feeds, with no identification, is a far easier case than individual monitoring.
- **Quebec Law 25** — privacy impact assessment before any Quebec site; note that biometric processing carries separate obligations, which is precisely why Mise creates no biometric template.
- **Employee monitoring** — Ontario requires employers above the size threshold to maintain a written electronic monitoring policy. We supply the drafting input; the operator's counsel signs it.
- **Notice & consultation** — signage, staff briefing, and where a union is present, engagement before go-live. Non-negotiable in the delivery plan.
- **Residency** — all storage and inference in ca-central-1.

VALUE HYPOTHESIS (PER SITE)

LEVER	TARGET
Table turns at peak	+5 to +10%
Make-line / assembly cycle time	–8 to –15%
Dirty-table dwell	–40%
Courier wait at pickup	–30 to –50%
Labour reallocated to the real peak	1–3 pts of sales
New hardware per site	One edge box

Hypotheses to be validated against the pilot baseline, not commitments.

THE HONEST RISK

Camera coverage was designed to watch the till, not the pass. Some sites will need one or two repositioned lenses. We establish this in week one before anyone commits to an outcome.

PROPOSED PILOT — 6 WEEKS, THREE SITES, ONE PER ARCHETYPE

WEEK 1 Camera audit & zone map Walk each site, pull sample feeds, confirm angles are usable, draw the zones with the operator. Go/no-go on coverage.	WEEK 2–3 Install & baseline Edge box in, privacy notices up, staff briefed. Two weeks of measurement with nothing changed — this is the baseline nobody has today.	WEEK 4–5 Digest live Manager gets the nightly digest and live floor view. Daily accuracy review against what the manager saw with their own eyes.	WEEK 6 Decide Measured delta vs baseline, cost per site per month, and the rollout case across the estate.
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WHAT WE NEED TO START

Read-only RTSP credentials or NVR access at each site, a floor plan, current camera positions, two weeks of POS export and the staff roster for correlation, and one manager per site who will take a five-minute call each morning. Synoris funds discovery; AWS PoC funding is available to offset pilot infrastructure.