



Synoris Mise

Vision Ops for food service

Your cameras already saw it. Now they can tell you.

You are running the floor on memory and guesswork

Every outlet records hours of footage a day and reviews it only when something goes wrong. Meanwhile the numbers that decide your shift — how long tables sit dirty, when the line builds, why the order went cold — are not measured anywhere. Managers estimate them. The estimate is usually wrong.

1

Nobody times the floor

Turn time, time-to-greet and bus-back are guessed at, then argued about in the weekly meeting.

2

The peak is not where you think

Rosters are built for a three-hour rush. The real peak is often under an hour — and moves.

3

Ready ≠ gone

Food sits between the pass and the guest, the driver, or the courier. Nobody counts those seconds.

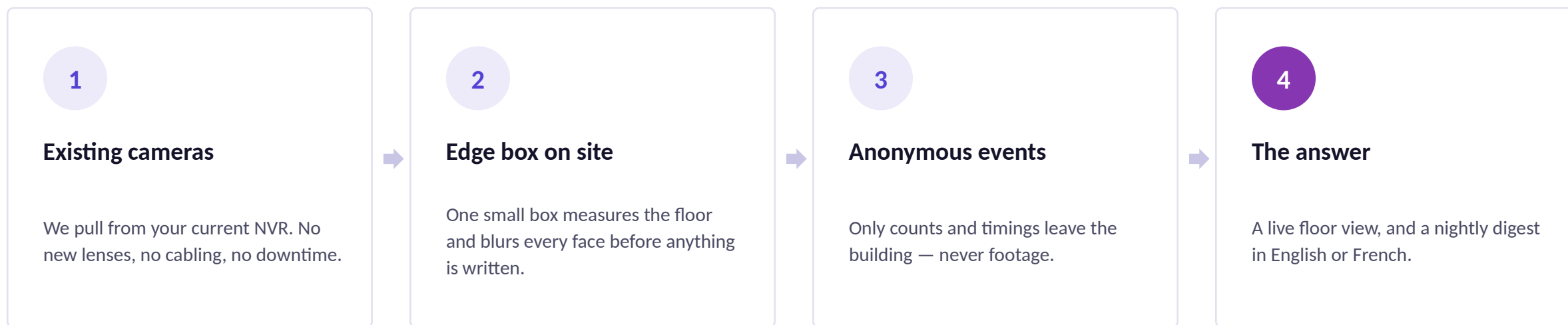
4

Cameras cost money and return nothing

The NVR is a line item that pays out only after a theft.

One box. Your cameras. Answers by close of shift.

Mise reads the feeds you already have, measures what happens in the zones you care about, and hands your manager a plain-language summary of what to change tomorrow.



Five primitives run everything. Zone occupancy · dwell time · cycle time · queue depth · handoff latency. Table turn, make-line speed, time-to-greet and courier wait are all combinations of these five. Which is why the same product fits a pizza franchise, a dining room and a delivery kitchen — only the zone map changes.

Six things that quietly cost you money every shift

DINING AREA

Table turnover & occupancy

A table sat dirty for 11 minutes at 7:40pm. That's a turn you didn't sell.

COUNTER • POS

Queue & counter congestion

Walkouts happen at four people deep. Now you know before the fourth arrives.

PICKUP COUNTER

Order pickup & handoff delay

90 seconds on the rack is a cold pizza and a bad review, measured.

ENTRANCE

Footfall & peak shape

Your real peak is 47 minutes long. Your roster is built for three hours.

KITCHEN

Kitchen bottleneck

One station sets your ticket time. Every other fix is noise.

ENTRANCE • DINING

Wait time & time to greet

Nobody complains about a wait. They just don't come back.

Also available once the zones are drawn: crowd density & safety • hand hygiene • uniform checks • guest dwell & layout • takeaway flow • waste frequency • service response • incident alerting • staff movement by zone.

Same system. Different floor plan.

Franchise & QSR

ZONES WE DRAW

Make-line • oven • rack • carryout queue • driver door

WHAT THEY HEAR AT CLOSE

"The order was ready. It sat 90 seconds before a driver picked it up."

13 of 20 use cases

Restaurants

ZONES WE DRAW

Every table • host stand • pass • bar • bussing station

WHAT THEY HEAR AT CLOSE

"You lost 6 turns on Friday. Four were waiting on a bus-back."

18 of 20 use cases

Cloud kitchens

ZONES WE DRAW

Stations • expo bench • brand shelves • courier pickup

WHAT THEY HEAR AT CLOSE

"Couriers waited 4 minutes. Expo was blocked behind one station."

11 of 20 use cases

A cloud kitchen has no dining room — its value sits entirely in the kitchen and at the shelf. The engine does not change; the zone map does.

This is not surveillance, and we won't let it become one

Your first thought was your staff. Ours too. Mise reports on process, zones and roles — never on a named person. It answers "the cut table is the constraint between 6 and 8pm," not "Marc was slow on Tuesday."

● Footage stays in your building

Only anonymous events cross the wire — "table 6, occupied, 312 seconds". Kilobytes an hour, not gigabytes.

● No faces. No biometrics.

Faces are blurred at the frame before anything is saved. No template is created, so nobody can be identified — by us or by anyone else.

● No individual scorecards

We report at zone and role level. Where staff conduct is in scope at all, it ships only after your monitoring policy, staff notice and any union consultation.

● Data stays in Canada

Hosted in AWS Canada Central. Designed around PIPEDA and Quebec Law 25 — including the privacy impact assessment before any Quebec site.

● Bilingual out of the box

English and French across the digest and every guest-facing surface.

● It keeps working offline

If the link drops the site keeps measuring and replays when it returns.

Six weeks from camera audit to a measured result

Week 1

Camera audit & zone map

We walk each site, pull sample feeds, and tell you honestly what your angles can and cannot see. Go / no-go before you commit.

Week 2-3

Install & baseline

Edge box in, notices up, staff briefed. Two weeks measuring with nothing changed — the baseline nobody has today.

Week 4-5

Digest live

Your manager gets the nightly digest and live floor view. Daily accuracy review against what they saw with their own eyes.

Week 6

Decide

Measured delta against baseline, cost per site per month, and the case for the rest of the estate.

What we need from you

Read-only NVR or RTSP access · a floor plan · current camera positions · two weeks of POS export and the staff roster for correlation · one manager per site who will take a five-minute call each morning.

The honest risk

Your cameras were aimed at the till, not the pass. Some sites will need a lens or two repositioned. We establish that in week one — before anyone commits to an outcome.

Priced per site. Not per camera, not per user.

Add a camera, a table or a manager and the price does not move. Indicative list pricing — volume terms apply across an estate.

Pilot

6 weeks, one site

Camera audit and zone map · edge box · baseline
· nightly digest · week-6 decision pack. AWS PoC
funding may offset this.

Tier 1 — Operations

CAD 299 / site / month

The twelve anonymous use cases: footfall,
queues, table state, turnover, dwell, wait time,
pickup and takeaway flow, crowd density. Live
floor view and nightly digest, EN/FR.

Tier 2 — Compliance

Add-on, per site

Hygiene, uniform, safety, incidents, staff
movement by zone, kitchen activity. Ships only
after your monitoring policy and staff notice are
in place.

Hardware: one edge appliance per site, supplied and supported by Synoris. Software: no per-camera licence. Contract: annual, per site, cancellable at renewal.



Start with one outlet.

We baseline what happens today before we change anything — so the result is measured, not claimed.

+5–10%

table turns at peak

–40%

dirty-table dwell

–30%

wait at the pickup counter

1 box

per site. No new cameras.

Targets to be validated against your pilot baseline — not commitments.