

Revolutionizing Mobile & Drive-Thru Ordering with AI

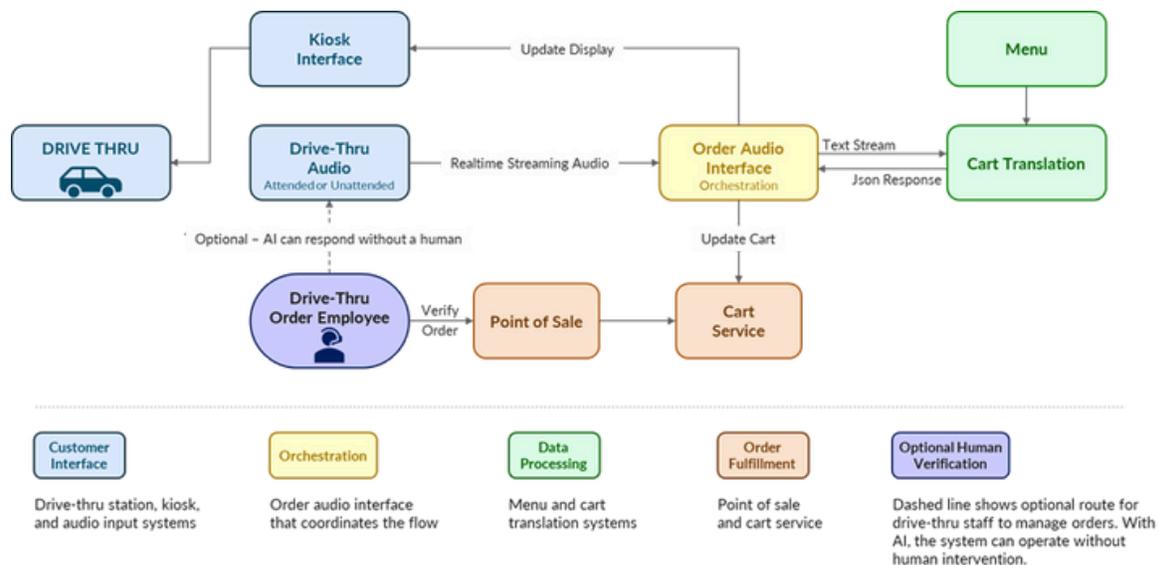
Unlocking Efficiency, Revenue, and Customer Delight

Long lines and slow service at the drive-thru can mean lost revenue and frustrated customers. Nearly half of Americans prefer drive-thru's, and over half will avoid them if lines are too long.

The drive-thru experience shapes perceptions of your brand—and can be the deciding factor for where customers choose to eat. AIM empowers restaurants and retailers to deliver exceptional ordering experiences—whether at the drive-thru, curbside, or on mobile. Our AI-driven solutions streamline operations, reduce costs, and help brands win more customers.

AIM's AI Ordering Solution

The diagram below illustrates how AIM's AI-powered system interfaces with drive-thru audio, menu APIs, and point-of-sale systems to deliver fast, accurate, and cost-effective order processing.



AI-Powered Order Interaction

Advanced AI tools (like Amazon Bedrock NovaSonic) interface directly with customers. The system can operate attended (as a scribe for employees) or unattended (handling orders independently, with staff verifying at payment).



Process Standardization & Automation

Works with existing drive-thru APIs and headset audio—no lengthy hardware rollout required.



Cost-Efficient Architecture

Edge software converts audio to text, minimizing bandwidth and cloud costs. AIM's approach delivers orders at approximately \$0.01 per transaction.



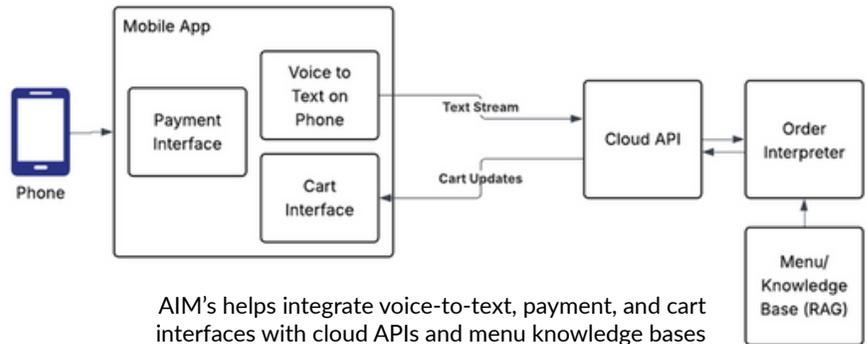
Flexible Deployment

AI can support staff or operate independently, freeing employees to focus on food prep and customer service.

Mobile Ordering: Meet Growing Customer Demand

Ordering by phone can be slow and frustrating. AIM's expertise in mobile app development for quick-service restaurants (QSRs) means we know how to integrate AI for a smoother, faster ordering flow.

Online food ordering now accounts for 40% of total restaurant sales, and demand continues to grow.



AIM's helps integrate voice-to-text, payment, and cart interfaces with cloud APIs and menu knowledge bases to optimize the customer ordering experience.

Why AIM?



Industry-Leading Technology

We leverage the latest AI and cloud platforms for robust, scalable solutions.



Rapid Deployment

Agile methodologies and microservices architecture mean you get results fast.



New Revenue Streams

Every solution is built to delight your customers and drive repeat business.



Proven ROI

Our clients see measurable improvements in efficiency, revenue, and customer satisfaction.

Transformative Solutions in Action

AIM's expertise is trusted by leading brands to deliver rapid, innovative solutions that drive measurable results.

AIM developed a responsive online ordering and payment app for a **leading coffee company**, specifically designed for in-office delivery. It supports account creation, menu customization, digital tipping, and analytics. This enabled quick launch of a new service, a smooth vendor transition, and valuable insights for future updates.

For a **major national retailer**, AIM delivered a curbside mobile pickup solution in just four weeks, supporting a safe and contactless experience as well as a nationwide rollout during the COVID-19 pandemic.

Ready to transform your ordering experience? Contact AIM today to learn more or schedule a demo.



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AIM Consulting, an Addison Group company, is an award-winning industry leader in technology consulting and solutions delivery. Known for our collaborative engagement model, we partner closely with clients to achieve their success.

Established in 2006 with offices in Seattle, Minneapolis, Denver, and Chicago, we are recognized among the fastest-growing private companies and best places to work. Our enduring partnerships with top technology consultants ensure successful outcomes, strategic execution, and advancement of modern technology initiatives.