



Partstown®

Get real parts faster

11.13.25

Using AI to make your business more agile and drive growth



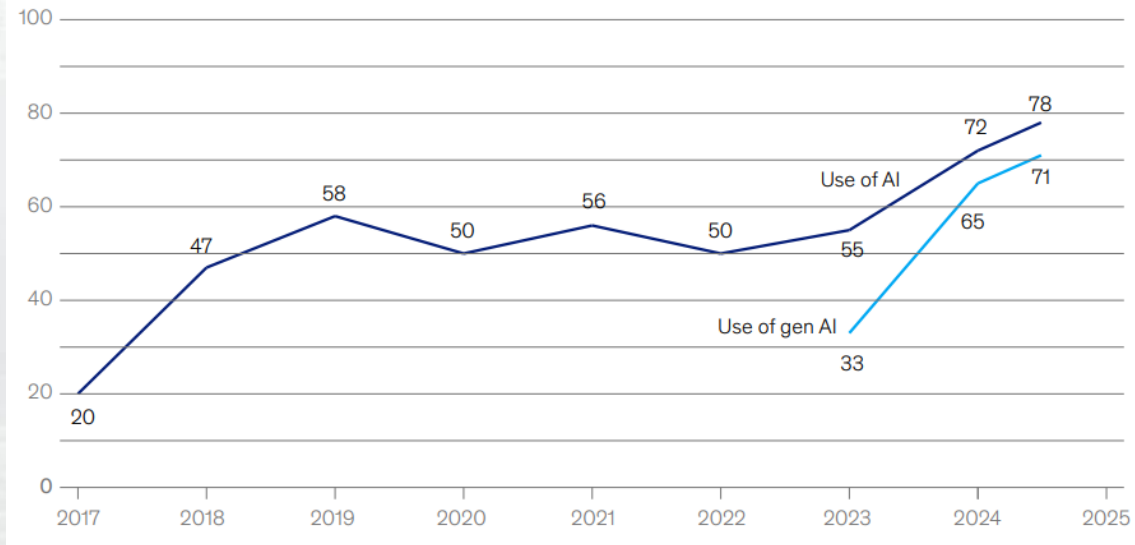
Information Involvement Influence



AI Global Trends, McKinsey 2025 Survey

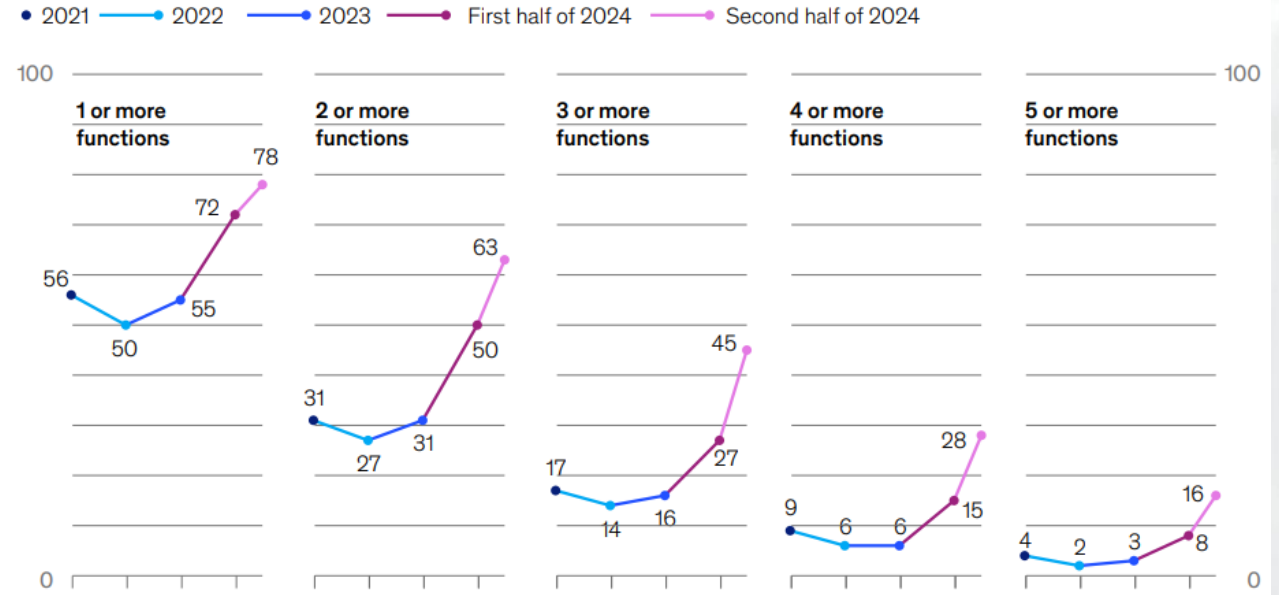
Organizations' use of AI has accelerated markedly in the past year, after years of little meaningful change.

Organizations that use AI in at least 1 business function,¹ % of respondents

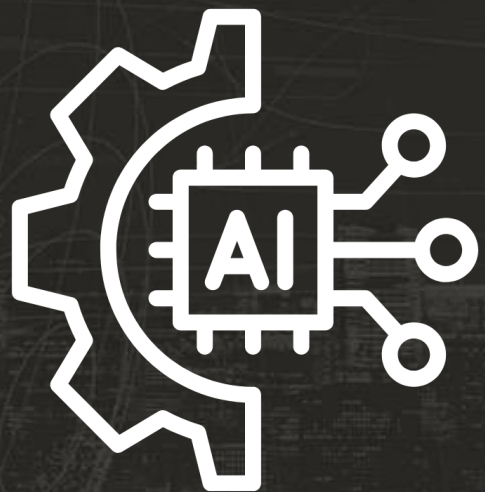


Organizations are increasingly using AI in multiple functions.

Business functions at respondents' organizations that are using AI,¹ % of respondents



The state of AI in 2025 | McKinsey



AI in the Foodservice Industry

Current & Future Trends



Investments shifting from experimental to operational

- ✓ AI is becoming an expectation
- ✓ Focus is on connected, serviceable, telemetry-ready equipment and digitally supported maintenance programs



Connected kitchens on the rise using edge AI

- ✓ Built directly into equipment to self monitor & predict issues - reduces downtime, costs and improves food safety
- ✓ Track inventory to forecast demand, auto reorder stock and reduce spoilage
- ✓ Success depends on clean data and processes



Parts identification continues to get smarter

- ✓ Shortening troubleshooting time and part-finding improving first-time fix rates and equipment uptime (example: Parts Town's PartPredictor)
- ✓ Technicians can have parts on hand before arriving to the job



Increased investment in robotics & automation

- ✓ Manufacturers showcasing robotics/ automated stations and AI-enhanced digital kitchen tools (example: Voice AI, kiosks, scheduling, cross-training)
- ✓ Designing future equipment for data capture



Supply chain innovation is gaining ground

- ✓ AI powered demand forecasting: using AI to reduce stockouts, shrink waste, and manage labor efficiently.
- ✓ Smarter inventory & routing – improving speed and reducing carrying costs

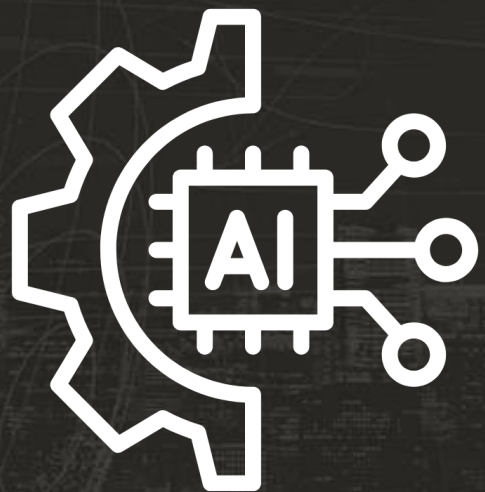
Examples of AI Driven Innovation in Foodservice

Company/ Brand	Innovation	Why It Matters
Middleby	New feature within connected kitchen to optimize frying processes by analyzing oil usage	Helps restaurant operators manage costs and optimize performance
Yum Brands & more	Supply Chain Management – analyze data from POS systems, weather patterns, and local trends to fine-tune ordering and inventory	Minimizing food spoilage and optimizing costs
Wendy's	Optimized smart menus & dynamic pricing – prices adjust based on real-time sales data (demand, competitor pricing, and time/day context)	Maximize profits & enhances back-end operations (reservations, automating payroll/compliance, and supporting eco-friendly menu planning)
Starbucks	AI-powered inventory counting – tablets with 3D spatial intelligence, computer vision, and augmented reality to automate shelf scanning and inventory alerts	8x more frequent inventory counting, boosting stock reliability and freeing staff from manual restocking
Parts Town	PartPredictor: data from millions of service calls to find the most frequently used parts for equipment issues	Faster parts identification, reduce equipment downtime

AI Readiness in Foodservice*

- **82% of operators plan to increase investments in AI** technologies in the next year, and hope to see benefits for:
 - Improved customer experience (60%)
 - Restaurant operations (36%)
 - Loyalty programs (31%)
- **55% use AI for daily inventory management** process; another 25% are testing
- The top two factors holding back restaurant leaders from deploying AI are:
 - Identifying the right use cases (48%)
 - Managing risks (48%)
- **Less than half of respondents say their organizations are ready for AI adoption** when it comes to strategy (43%), technology infrastructure (39%), operations (34%), risk and governance (28%), and talent (27%)

*Restaurant AI Investments - Deloitte June 2025 - Surveyed 375 restaurant operators



Embracing AI at Parts Town

Our AI Journey

- **Getting started with AI**

- Identified specific AI use cases:
 1. PartPredictor (Parts Town)
 2. Sentiment Analysis (Parts Town Home)
- Partnered with a third-party provider due to limited in-house resources
- Early successes and key learnings:
 - AI is only as good as the data behind it
 - Requires clean, structured data and continuous training of the LLM

- **Building an AI-enabled organization**

- Accelerate AI Adoption: Empower teams across the organization to integrate AI into daily operations.
- Strengthen Data Foundations: Ensure data quality, governance, and accessibility
- Champion Responsible AI: Protect company information, uphold ethical standards, and promote safe and smart AI use.

Our AI Use Cases

- **PartPredictor**

- Select the equipment's brand, model and issue to see the real OEM parts most frequently used to fix it.
- Find parts quickly and easily
- Get back to business even faster - less equipment downtime!
- 2.0 Coming Soon: Enhanced CX, more manufacturers & models

- **Sentiment Analysis**

- Analyzed audio recordings of customer service calls using AI to get various insights used to improve the customer experience and assist with roadmap optimization.
- Brand and Web Insights

4 Pillars to embrace AI across our organization

Empowering the Team



Getting AI into the hands of our team and leveraging it safely across our business

Foundational Data



Getting our foundational data right is crucial for any successful AI implementation

Enterprise Level Use Cases



Define use cases that have the biggest and broadest impact for the overall business

Integrate Across the Business



Scale AI and enable our teams to deliver impact across functional areas

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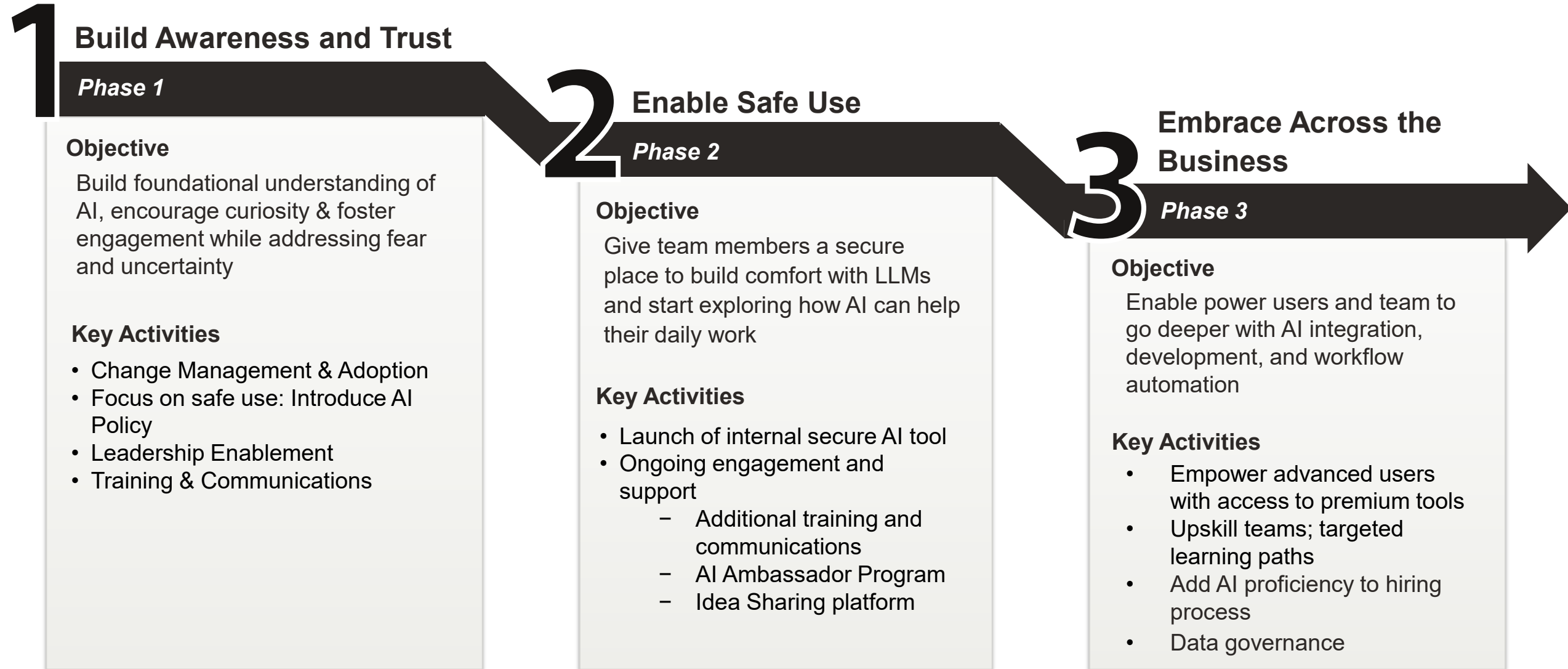
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Pillar 1: Empowering the Team





Learnings

Embracing AI: Tips to Get Started



Safety & Governance

- Develop clear AI policy for safe & responsible use



Identify Use Cases & Run Pilots

- Use AI to *advance* strategy – not *define* it
- Focus on real business problems & pain points



Change Management & Culture

- Adoption: meet people where they are and normalize/ address fear
- Position AI is an enabler for efficiency



Integrate AI Across the Business

- Build infrastructure & cross-functional alignment
- Evolve roles, upskill talent & assess readiness in hiring



Challenges & Risks



Scalability

- Pilot works, but scaling across units or regions is harder



Change Management

- Overcome resistance and guide cultural shift to ensure organization-wide buy-in
- Job security fears: Address concerns that AI may replace role



Data Safety & Governance

- Protect company information in AI tools (prevent uploading sensitive information into public tools)



Data Management & Validation

- AI is only as good as your data; Require clean, structured data and continuous training
- Human Intervention



Final Thoughts

- AI is here and becoming more of an expectation
 - Embedded in many tools we use today and will be transformative to our industry
- If your competitors fully leverage AI to elevate their business, what will you do to **stay ahead** or **stand out**?
- What untapped pain points could your organization solve by **integrating AI into your strategies**?

Thank You!



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