

## UPSHOP UNVEILS UPSHOP 360 FOR CONVENIENCE, POWERING THE NEXT GENERATION OF CONNECTED STORE OPERATIONS

*Convenience Retail Got Complicated. One System Fixes It.*



**AUSTIN, TX – FEBRUARY 10, 2026** – Convenience is no longer anchored by fuel, or defined by proximity and speed alone – it's now about maximizing micro-moments in a rapidly changing ecosystem. Customer expectations are rising, and the demand for high-quality fresh food is accelerating. **Upshop 360 Convenience**, a fully integrated platform powered by AI, helps convenience retailers win in this fast-evolving sector by unifying entire store operations.

### **Biggest Growth Opportunity for Convenience: Foodservice**

Foodservice has quickly become the core engine of convenience retail growth. Convenience stores are evolving into destination dining, expanding grab-and-go and prepared food offerings to meet demand.

Current industry data shows:

- [Foodservice now represents 27% of total spend](#), overtaking tobacco as the leading category.
- The category is projected to grow at [6.4% CAGR through 2028](#), outpacing nearly every other segment.
- [56% of consumers](#) view convenience stores as a viable alternative to fast-food restaurants—an 11% jump since 2022.
- [51% of customers](#) rate the quality of c-store hot food equal to fast-food options.

“Data-driven foodservice operations are quickly becoming a competitive differentiator in convenience retail,” said Mike Sanders, CEO of Upshop. “Upshop 360 Convenience reduces operational complexity and improves foodservice execution to empower retailers to increase revenue, reduce waste and improve the customer experience.”

### **Solving Disconnected Systems, Labor Challenges and Operational Blind Spots**

Most convenience retailers still operate with **8–12 disconnected systems per store**—from POS and loyalty to task management, ordering, labeling, compliance and production planning. These silos create operational friction, lost insights and costly inconsistencies across locations. According to a JETIR study, shoppers will defect after two bad visits. Customer acquisition costs in retail average \$15-\$25 per customer. Losing them to operational failures significantly compounds the financial impact.

At the same time, [labor turnover has doubled since 2016](#), making frontline execution increasingly difficult. Retailers don't need perfect staff—they need expert guidance.

### **Upshop 360 Convenience: Precision Powered by Intelligence**

Upshop 360 Convenience unifies entire store operations. The platform eliminates guesswork in food preparation, and provides clear, actionable guidance for employees, regardless of skill levels. Additionally, it helps stores produce the right food, at the right time, and ensures consistency and quality across every location. Convenience retailers can also maximize profitability by linking demand forecasting with production prep and waste reduction.

Upshop 360 Convenience is the only platform capable of forecasting, at the store level, **how much food a convenience retailer should sell** and how teams should prep, produce and manage it throughout the entire day.

“For me, AI belongs anywhere it can quietly make foodservice platforms smarter—specifically in the kitchen by predicting what to prep, protecting quality and helping people do their jobs better. When used right, it doesn’t replace team members; it removes the chaos around them, so they can focus on serving crave-worthy food to guests,” said Mendy Meriweather, Vice President of Foodservice at NexChapter, Inc. and former F&B leader at EG America and Wawa.

### **About Upshop**

Upshop is the leading provider of AI-powered retail operations software, helping grocers and convenience stores **sell more and waste less** through a unified platform that synchronizes forecasting, ordering, production, and inventory across the store. From Foodservice to General Merchandise, DSD to eCommerce, Upshop empowers better decisions, faster actions, and more connected teams—improving labor efficiency, reducing shrink, and driving profitability.

With over **450 retailers and 55,000+ stores globally** relying on Upshop to manage mission-critical operations, the impact is evident: In fact, one national convenience chain utilizes Upshop 360 Convenience to execute a foodservice offer across 000s of locations in North America daily. The system’s AI forecast guides each store team to deliver to demand while maintaining peak product freshness.

To learn more about the Total Store Operations Experience, visit <https://upshop.com/>, and watch customer testimonials at [Upshop Total Store Operations Experience – YouTube](#).

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