fusion connect℠

Managed Communications Services for Restaurants

**Improve Your Customer Experience.
Streamline Business Operations.**

Provide exceptional customer service to your patrons, regardless of whether they're dining in, ordering online, or phoning in. Fusion Connect's communications services help ensure that your locations are optimized, always on, and protected.

Reliable Connections for Online Ordering & POS

Power your online ordering and self-service kiosks using reliable, high-capacity business internet with redundancy, proactive monitoring, and built-in security. Connect your locations and business offices with speeds up to 10 Gbps. Ensure resiliency with a low-cost broadband failover connection. Plus, use wireless broadband to support virtual restaurants, pop-up locations, and ghost kitchen deployment.

Managed WiFi for Better Customer Service

Increase accuracy of customer orders and speed table turn times using WiFi-enabled mobile-ordering devices. Provide cashierless and contactless payment options. Deploy private WiFi LAN for employees and public WiFi for diners using our fully managed services.

Phone Systems for Call Routing & Promotion

Give your patrons a consistent, high-quality experience every time they call to place an order or make a reservation. Flexible auto attendant and call routing features quickly move callers to the right information or corporate call center, freeing your staff to focus on in-person guests. Promote special offers to callers on hold. Choose from a variety of business IP phones, including cordless phones ideal for restaurant environments. Add digital business lines for security alarms and faxes.

Unified Communications for Easy Collaboration

Accelerate the flow of information between and within your locations and increase revenue with unified communications and collaboration. Online conferencing and screen sharing capabilities help you train staff on new offerings such as new menu options, branded gear, incentive programs, etc. In-app calling and instant messaging facilitate in-restaurant or curb-side pickup.

For larger enterprises in the food and retail space, the price tag associated with a 60-minute outage routinely tops the $5 Million (USD) mark.[1]

[1] ITIC, June 2020, *"Hourly Cost of Downtime Survey"*

Network & Data Protection for Everyone's Security

Let our experts take the hassle out of deploying a network that supports your mission-critical traffic and protects your patrons' data security—as well as the integrity of your brand. Support and secure payments with Unified Threat Management. Our award-winning SD-WAN service ensures the highest level of application performance while lowering your bandwidth and hardware costs.

" **"I rely on Fusion Connect for their expertise in telecom and call center but I know if I ever need help, Fusion Connect can support us with connectivity, failover, and other services they offer."**
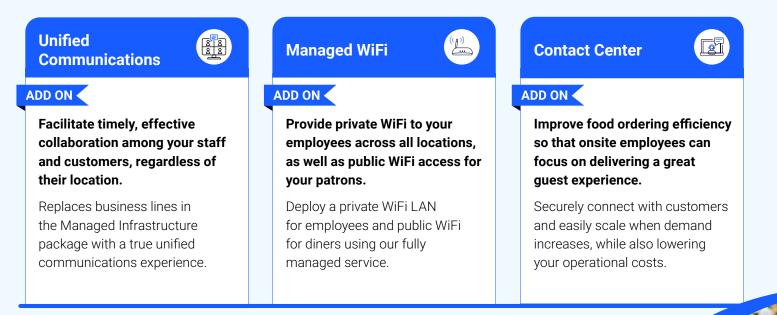
Phil Dixon, *Director of IT,* Alicart

RESTAURANT SOLUTION PACKAGES

Managed Infrastructure Package
Ensure your communications are fast, resilient, and secure.

Includes a broadband internet connection, 1-2 digital business lines with an auto attendant, managed SD-WAN, wireless failover (second circuit), and Advanced Edge Security.

Unified Communications

ADD ON

Facilitate timely, effective collaboration among your staff and customers, regardless of their location.

Replaces business lines in the Managed Infrastructure package with a true unified communications experience.

Managed WiFi

ADD ON

Provide private WiFi to your employees across all locations, as well as public WiFi access for your patrons.

Deploy a private WiFi LAN for employees and public WiFi for diners using our fully managed service.

Contact Center

ADD ON

Improve food ordering efficiency so that onsite employees can focus on delivering a great guest experience.

Securely connect with customers and easily scale when demand increases, while also lowering your operational costs.

To learn more about our **restaurant solution packages** or to tailor a solution package specifically for your business, please visit **www.fusionconnect.com** or contact us at **+1-888-301-1721**.