



## Why Fusion Connect?

For larger enterprises in the food and retail space, the price tag associated with a 60-minute outage routinely tops \$5 million (USD).<sup>1</sup> That's why Fusion Connect provides high-availability network solutions with built-in redundancy, proactive monitoring, and failover options to keep your business running—even when the unexpected happens. With industry-leading reliability and security, Fusion Connect helps protect your revenue, reputation, and customer experience.

ITIC, June 2020, "Hourly Cost of Downtime Survey"

# Managed Communications Services for Restaurants

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.



“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

### 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.

## RESTAURANT SOLUTIONS

### Managed infrastructure

A reliable, high-performance network is essential for restaurant operations. While every business has unique needs, we business lines with an auto attendant, managed SD-WAN, wireless failover (second circuit), and Advanced Edge Security.

#### Unified communications



##### ADDITIONAL OPTIONS

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

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

#### Managed WiFi



##### ADDITIONAL OPTIONS

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



##### ADDITIONAL OPTIONS

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 solutions** or to tailor a solution specifically for your business, please visit [www.fusionconnect.com](http://www.fusionconnect.com) or contact us at **+1-888-301-1721**.

