

With the right ingredients, you can grow through your communications

Here's how Vodafone Business UC with RingCentral could help a pizza chain set up new restaurants and deliver outstanding customer experiences



Key facts

Sector:
Retail

Key features:

Unified video, phone and messaging, customisable telephony with quick setup



The challenge

Growing pains and customers on hold

The pizza chain has built up a strong reputation for quality, so its phones are constantly ringing for orders. This means that consistently high-quality customer communications are crucial to the company's success.

Unfortunately, as the chain expands, their on-premises legacy phone systems begin to deliver a poor customer experience. The systems are unreliable, difficult to scale, and lack the advanced call routing the company needs to manage overflow during high call volume periods.

These challenges get worse every time the chain adds a restaurant, getting to the point

where a customer calling at a busy period can be waiting on hold for up to 20 minutes.

The chain's IT team begins to look for a better solution that can manage busy periods, but also support voice, video and team messaging to encourage collaboration.



The solution

Outstanding connections, setup in seconds

Using our unified admin portal, the IT team could set up communications for new restaurants in minutes, including ordering phones, wand activating the devices. This saves huge amounts of time and hassle, but also reduces costs.

From the customer's side, improved reliability and overall experience would lead to shorter waiting times and (hopefully) positive reviews.

Our unified video and messaging capabilities could help the leadership team collaborate and check in with multiple restaurants easily and securely. This replaces previous video conferencing tools that are inconsistent and difficult to use, as well expensive in terms of licence fees.



The benefits

More growth, more pizza

- Improved collaboration and efficiency through unified video, phone and messaging
- Reduced costs as all communication features are paid for in a single contract
- Business able to scale and grow through quick communication setup when a new restaurant opens
- Enhanced customer experience through reliable, customisable telephony



Focus more on what matters

Get to know all the features behind Vodafone Business UC with RingCentral and see how a more flexible communications solution can help you focus on growth and deliver outstanding customer experiences.

[Find out more](#)