



Industry Insight

# Managed Communications Services for Retail

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

**Deliver exceptional customer service while safeguarding the integrity of your brand. Fusion Connect's communications services help ensure that your business is protected, optimized, and "always on" so you can connect with your customers whenever and wherever they're shopping.**

## Reliable Connections for Online Ordering & POS

Power your online ordering and point-of-sale systems using reliable, high-capacity business internet with redundancy, proactive monitoring, and built-in security. Connect your stores and headquarters with broadband speeds up to 10 Gbps. Use wireless broadband for pop-up shops, quick store deployment, or as a backup solution.

## Managed WiFi for Better Customer Service

Enable sales staff to move about more freely to serve customers using WiFi-enabled devices. Provide cashierless payment options. Gain insights into foot traffic and other behaviors to enhance customer loyalty. Deploy private WiFi LAN for employees and public WiFi for shoppers using our fully managed service.

## Phone Systems for Call Routing & Promotion

Give your customers a consistent, high-quality experience every time they call. Flexible auto attendant and call routing features quickly move callers to the right information or corporate call center, so your salespeople can keep selling on the store floor. Promote current sales items to callers on hold. Choose from a variety of business IP phones, including cordless phones ideal for retail environments. Add digital business lines for security alarms and faxes.

## Unified Communications for Easy Collaboration

Accelerate the flow of information between and within your stores and increase sales with unified communications and collaboration. Online conferencing and screen sharing capabilities help you train staff on new promotions. In-app calling and instant messaging facilitates stock checking, contactless delivery, and in-store or curb-side pickup.

**Almost one-third of all retail firms indicate that network reliability/stability is hindering their ability to achieve digital transformation goals, according to research and consulting firm Frost & Sullivan.<sup>1</sup>**

<sup>1</sup> "Growth Opportunities for Communications, Collaboration and Contact Center Solutions in the Retail Industry," Frost & Sullivan, June 2022

## Network & Data Protection for Everyone's Security

Let our experts take the hassle out of deploying a network that supports your mission-critical network traffic and protects your customer's 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.



**Fusion Connect's white-glove service and consultative approach made me feel heard for the first time. They didn't try to throw the entire kitchen sink at our issues. Instead, they presented us with a customized solution that solved our specific needs."**

*Levi Kuras, IT Technical Support Manager, Wireless Vision*

## RETAIL SOLUTION PACKAGES



### Managed Infrastructure Package

**Ensure your communications infrastructure 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 customers.**

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

#### Contact Center



##### ADD ON

**Connect with customers quickly and seamlessly — regardless of your employees' location — and provide an exceptional customer experience.**

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



To learn more about our **retail solution packages** or to tailor a solution package specifically for your business, please visit [www.fusionconnect.com](http://www.fusionconnect.com) or contact us at **+1-888-301-1721**.

