Order Solutions

30 years as experts in customer experience, sales, technology, quality, and dependability

SSAE 16 CERTIFIED TYPE II

PCI DSS COMPLIANT

Powered by

TSD Global

OrderSolutions

OrderSolutions

We are Different by Design

Today's business challenges require a different kind of partner. At Order Solutions, we think differently than the competition, we understand the unique challenges our clients face, and most importantly, we solve problems.

Experience is Everything

Order Solutions is an award winning customer experience outsourcing company, founded in 1989, that combines deep experience in the restaurant industry and contact centers.

Every day, many of the world's best brands rely on us to help maintain relevance in a disruptive market and build a future-proof business with immediate ROI while improving customer experience.

Our international team of 1,500 highly-skilled global staff deliver personalized experiences, intelligent interactions, and create emotional connections with customers that build unbreakable brand loyalty. We have contact centers in the United States and Philippines.

Team

Our management has driven Order Solutions to handling more than a billion customer interactions over the last 30 years. Our commitment to our clients is unparalleled in the customer management industry.

Patricia Totton
Chief Executive Officer

Anthony Vesho
President

Matt Miller
Chief Financial Officer

Jim Daniels
Director of Client Services

John Billington
Chief Technology Officer

Nick Tubis
Chief Marketing Officer

Our senior team has decades of direct hands on management of all customer accounts.

Onshore & Offshore

Flexible Pricing & Tailored Programs

- We offer onshore, offshore, and virtual solutions to provide flexible pricing and tailored programs to suit your company's needs

- Our solutions can cut your costs by more than 50%

- Our Global team will work with you to help structure the optimal mix of solutions to give you the highest ROI across our platform

- Many of our clients have seen massive savings using our unique global foot print and highly global agent alternatives

SCALE ON A DIME USING OUR VIRTUAL SOLUTIONS

World Class Clients

Our Takeout Service

The Customer Calls

When a customer calls in to place a take-out order, they will speak directly to a certified agent who's trained on your brand.
No long hold times!

The customer will be greeted with friendly agents who wear noise canceling headsets, ensuring a pleasant, comfortable experience for your customer.

Trained Agent Answers

All of our agents have been extensively trained on our restaurant partners menu and help customers choose the perfect order.

Through our **"friendly" up-selling techniques** that are proven, our agents can significantly increase your revenue.

To-Go / Pick-Up Order Placed

The customer places their order through our team of agents and our technology seamlessly integrates into our clients POS (point of sale) system to make the process simple and easy.

Customers then pick up their order at the restaurant and are **delighted with the experience**.

Your Results

Set up big plays to overcome the roadblocks in your way.

Increase Avg. Order Size

Optimized Communications

Online Brand Reputation

Increased Customer Lifetime Value

Reduce Staffing Needs

Improve Customer Experience

Better Employee Experience

More Results

Set up big plays to overcome the roadblocks in your way.

Drive Profits

Optimize Overall Operations

Reduce Costs

Utilize Data to Enhance Guest Experiences

Enhance Guest Relationships

Eliminate Missed Orders

Increase Customer Touch Points

Improve Efficiency for In-Restaurant Employees

Tech / POS Solutions

IVR Management

- TSD provides IVR management solutions and will set up custom IVR using professional voice talent. We will operate and manage this service for as little as $24 per month per location.

Point-of-Sale Integration Service

- TSD Globals IT team will build a custom integration with your POS system. We can integrate with NCR Aloha, Olo, Toast, etc

Automatic Rapid Reorder

- A voice-enabled, digital, reorder platform that saves guests an average of 100 seconds on repeat,voice-orders.

If the guest would like to start a new, customized order:

1. The bot transfers them to an ordering specialist
2. Order integrates into the restaurant's POS system
3. The new order is saved with the Automatic Reorder to be offered as a repeat meal
4. Order can be placed by simply sending a text

AUTO RAPID
REORDER

How We Train Agents

Our Secret Sauce

- We replicate our clients SOP's (standard operating procedures) for handling takeout orders.

- We work with the client to replicate the culture of our client inside of our virtual contact centers.

- Our virtual order takers become experts in the brand and the menu during the first 7-10 days during the on-boarding process.

- Agents train using friendly, yet powerful, upselling techniques to increase order size by 10 - 20%

- Our team utilizes module video training and focuses on emulating best practice examples.

- Agents nest in pools before going live to ensure high performance.

BRAND EXPERTISE

UPSELLING TECHNIQUES

ENHANCE EXPERIENCE

How We Train Agents

The Recipe for Success

- Our training sessions cover virtually every single possible scenario to ensure our agents are prepared for any type of call or customer.

- We track every call and have a proprietary rating system to reward agents that are performing well and have a high up-sell conversion rate.

- You will be assigned an account manager who is in charge of meeting KPI's and holds weekly or biweekly calibration calls to discuss performance with the client. This is where we can learn about new menu items and initiatives so we can improve the guest experience.

Data Aggregation

Hidden Opportunities Appear

- TSD Global offers advanced analytics to help acquire additional customers and build your average ticket size.

- Our data analytics will enhance your guest engagement based on our behavioral models, guest preferences, and historical ordering information.

- Our team can help you identify areas or opportunity for growth and increased profits.

CENTER OF EXCELLLENCE
TSD GLOBAL
2020

AWARDED BY
AT&T

FULLY SECURE DATA SYSTEMS FOR GLOBAL TRANSFER OF FILES

PCI DSS COMPLIANT

Security

Highest Security and Encryption

- Industry standard security certifications by investing in our people, processes, and technology.

- We accomplish this by exceeding the standards set by governing authorities like the PCI Security Standards Council (PCI SSC), and the American Institute of Certified Public Accountants (AICPA).

- Achieved PCI DSS Level 1 certification from a Qualified Security Assessor (QSA) and has achieved the SOC 2 Type 1 audit certification.

EXCEEDING THE STANDARDS OF

PCI Security Standards Council

AICPA American Institute of CPAs®

On-Boarding Playbook

Here's the Plan

1. Team introductions and brand discovery
   - Determine store count for launch
   - Determine order management system
   - Determine IVR & phone line ownership & setup
   - Discuss brand concept training materials
2. Determine launch timeline
   - Technical setup & connectivity ETA
   - Training ETA
   - Go live date
3. Implementation
   - Complete technical setup
   - Complete training
4. Testing
   - Finalize setup & test all connectivity
5. Pre-launch meet with operations teams
   - Q & A for brand management & call center staff
6. Launch

We make it easier to drive success at your company.

Contact Us!

Any questions?
You can find us at:

nick.tubis@tsdglobal.com
858-342-4069

Visit our website for more information:

https://tsdglobal.com/

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