circle.cloud

hospitality.solutions

pub telecoms, perfected.

better connections for
better pubs.

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a little about.us ...

We believe in the power of connection.
The kind that transforms businesses, elevates experiences, and builds lasting relationships.

We know that, for pub owners, connection is everything. It's the laughter shared over a pint, the seamless coordination between staff on a busy Friday night, and the trust built with loyal customers who know they're always welcome. We're here to make these connections you have with your business stronger than ever.

Running a pub is no small feat. It's a delicate balance of creating memorable customer experiences while managing the behind-the-scenes operations. That's where we come in.

We provide cutting-edge telecom solutions designed to meet the unique challenges of pub businesses. Whether it's ensuring your team stays connected during peak hours or giving your customers fast, reliable WiFi to share their moments online, we've got you covered.

why
upgrade?

Imagine a world where missed calls are a thing of the past, where downtime is unheard of, and where every interaction—whether with a customer or supplier—is seamless. That's the world we're building for pubs like yours. From cloud-based phone systems that keep you connected anywhere to WiFi solutions that turn connectivity into opportunity, we are redefining what it means to run a modern pub.

This isn't just about technology—it's about transformation. It's about giving you the tools to create unforgettable experiences for your customers while simplifying your day-to-day operations. Because at the end of the day, it's not just about running a business; it's about creating a place where people want to be.

Welcome to better connections.
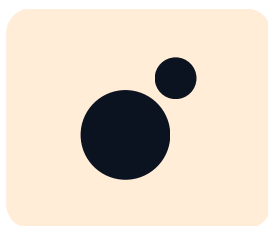
Welcome to circle.cloud

tailoring our solutions for pubs.

Pubs are more than just businesses; they're the heart of communities. Staying ahead means more than keeping the taps flowing; it means embracing technology that simplifies operations and elevates the customer experience. That's where tailored telecom solutions come in.
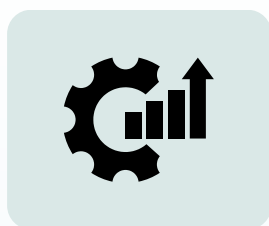
the unique challenges of running a pub.

Every pub is a symphony of activity. From managing suppliers and coordinating staff to ensuring customers enjoy every moment of their visit, there's no room for inefficiency. Peak hours can be busy, with staff juggling phone inquiries & reservations—all while trying to deliver exceptional service.
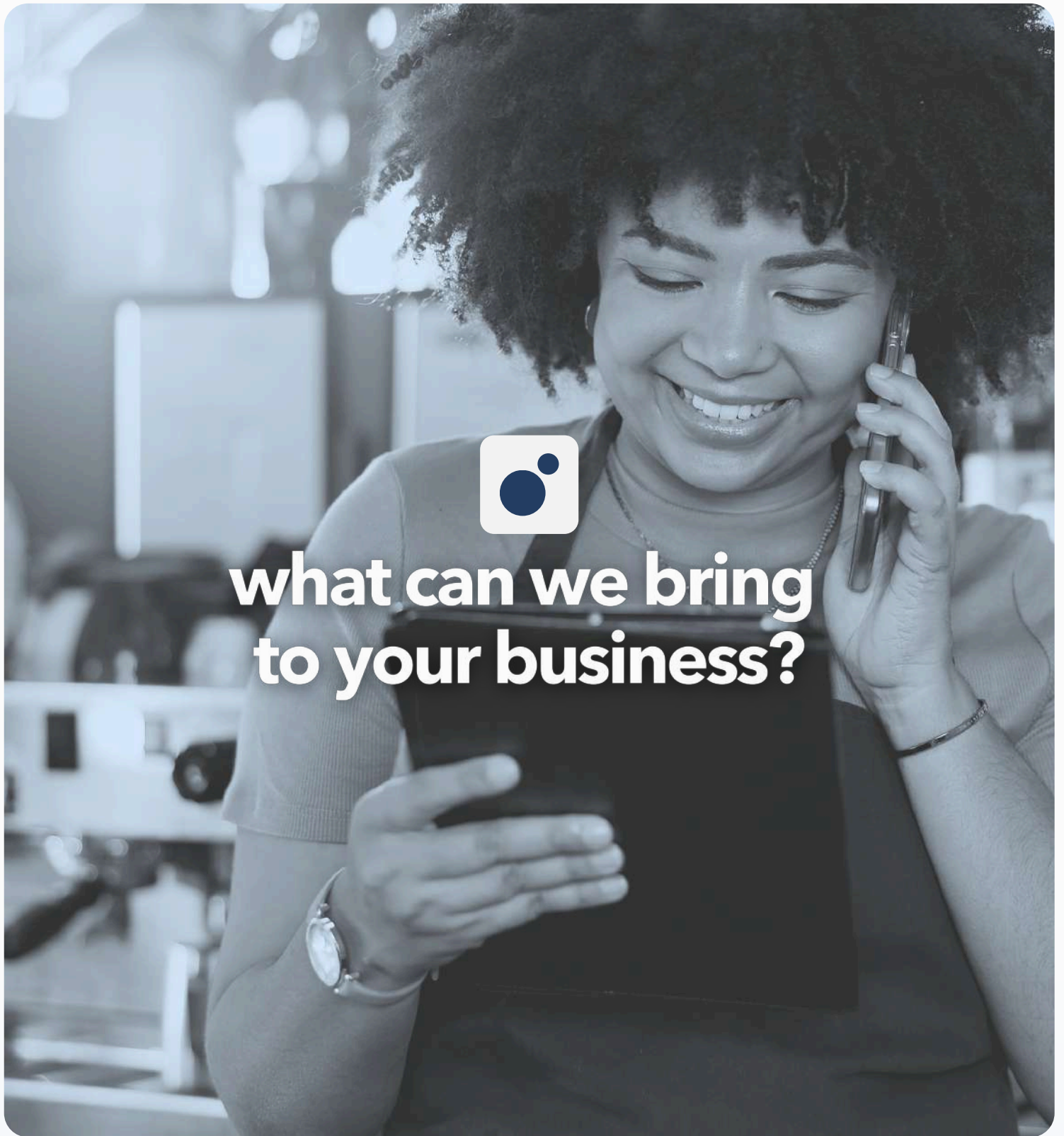
the circle.cloud advantage.

We understand that pubs operate differently from other businesses. That's why our telecom solutions can cater to meet the specific needs of your industry. Our systems are built to handle the fast-paced, customer-centric nature of pub life, giving you the flexibility and reliability you need to win.

seamless communication for every occasion.

Seamless pub communication is vital. Our cloud-based phone systems prevent missed calls with features like call tracking and recording for quality service. On-hold messaging promotes specials, while real-time dashboards optimise staffing, ensuring peak performance.

what can we bring to your business?

We don't just offer features; we provide solutions that transform the way pubs connect, communicate, and thrive. Each aspect of our system is designed to streamline operations, enhance customer experiences, and ultimately drive your business forward.

phone.systems

the heart of your communication.

A pub's phone system is more than just a tool; it's a lifeline. It's the first point of contact for reservations, inquiries, and essential communications. Our cloud-based phone systems are engineered for the unique demands of a busy pub environment.

call recording

Capture and securely store telephone conversations for future playback. Ideal for training staff, resolving disputes, or gaining insights into customer interactions.

missed call tracking

Log every call that doesn't connect, providing detailed insights. Notifications and analytics allow teams to follow up, ensuring no lead or client feels ignored.

on-hold messaging.

Instead of silence or generic music, you can provide custom messages that inform or engage. This can include updates, promotional content, or answers to FAQs.

Enhanced Customer Service: Never miss a reservation or inquiry. Provide instant, helpful support with clear and reliable communication.

Improved Team Coordination: Ensure seamless communication between staff, suppliers, and management, no matter where they are.

Data-Driven Insights: Use call recordings and analytics to identify areas for improvement, optimise staffing levels, and enhance customer satisfaction.

reliable.internet

the backbone of your communication.

WiFi is an essential amenity for any pub. It's not just about providing free internet access; it's about creating an environment where customers can stay connected, share their experiences, and keep coming back.

robust & reliable

Designed for high volumes, our WiFi provides the speed and stability needed for collaborative and fast-moving environments.
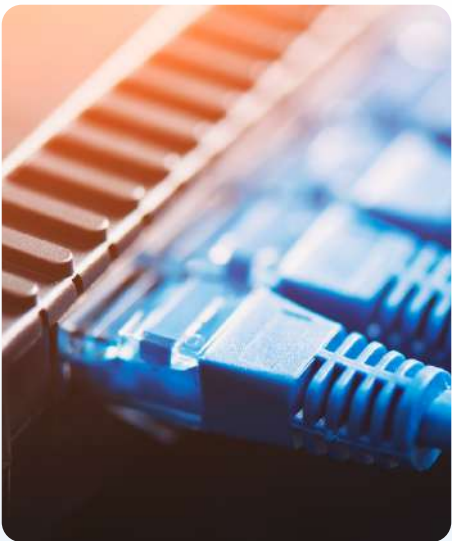
enhanced security

We offer comprehensive security options, ensuring your network, customer data, and business are always protected.

complete coverage

Our expert engineers tailor their router installation to your business, ensuring thorough connectivity reaches every corner of your pub.

Better Customer Experience: Keep customers happy and engaged with fast, reliable internet access.

Increased Foot Traffic: Attract new customers and retain existing ones by offering a must-have amenity.

Seamless Operations: Support digital menus, online ordering, and mobile payment systems with a stable and reliable network.

data.capture

turning your wifi into opportunity.

Your WiFi network is more than just a free offering—it's a source of valuable customer data. Are you currently providing WiFi to your customers? Well, with our WiFi data capture feature, you can turn connectivity into actionable insights.

instant mailing list

Automatically gather customer details and grow your mailing list with ease - all through a mobile portal designed with your business' branding.

understand your customers

Become data-driven with real insights into your customers & pub. Gain insights into peak usage times, popular areas of your pub, and more.

personalised marketing

Use your customer information to send personalised & tailored SMS marketing. Easily reward regulars and keep them coming back time after time.

Targeted Marketing Campaigns: Deliver personalised promotions that resonate with your customers and drive sales.

Enhanced Customer Loyalty: Create tailored experiences based on customer preferences and behaviour.

Data-Driven Decision Making: Make informed decisions about staffing, promotions, and menu updates based on real-world customer data.

device.flexibility

your business, your system, your way.

Our systems are designed to work seamlessly with any of the the devices your team already uses, whether it's smartphones, tablets, laptops, or desk phones.

seamless integration

Easily connect all your devices without compatibility issues. Whether you're on mobile, tablet, or desktop, our system ensures smooth and efficient communication.

cost-effective solution

Save money by using existing devices while still benefiting from a powerful, feature-rich communication system designed for the fast-paced pub environment.

always connected

Enable staff to take calls, respond to messages, and stay connected on the go, ensuring seamless service whether behind the bar or handling deliveries.

Improved Communication: Keep your team connected, no matter where they are in the pub - or on the go!

Enhanced Efficiency: Enable staff to handle tasks quickly and efficiently, using the devices they're most comfortable with.

Your Business Anywhere: Run your business from anywhere, whether you're at home, in a back office, or even on holiday.

scalable.solutions

grow your pub with confidence.

Your pub is constantly evolving, and your telecom systems should evolve with it.
Our scalable system solutions are designed to grow with your business, whether you're expanding to new locations or adding new services.

easy expansion

Add users, features, or devices without overhauling your existing setup. Customise & personalise your system however you like.

cost-effective scaling

With a modern cloud-based system that can easily grow with you, you can maintain efficiency & control costs as you scale.

we're here for you.

Our dedicated customer support team (circle.support) are here 24/7, ready to assist you with any changes you need to your system.

Future-Proof Your Operations: Add users, features, or devices without overhauling your existing setup.

Better Adaptability: Meet changing demands with ease, ensuring you're always prepared for what comes next.

Feel Supported: Experience the difference of having a dedicated customer support team who are available when you need to make a change.

4G.backups

uninterrupted connectivity, always.

Downtime is not an option. In the event of a broadband outage, our 4G backup automatically switches to a 4G network, ensuring uninterrupted service.

instant failover

If your internet connection drops, our system automatically switches to 4G, keeping your business running without interruption.

cost-efficient backup

Avoid costly downtimes with a seamless, reliable backup connection that ensures you never miss a sale or booking.

reliable performance

Stay online no matter what— whether processing payments, running online orders, or keeping staff connected.

Peace Of Mind: You can rest assured knowing that your business will remain connected, even during unforeseen outages.
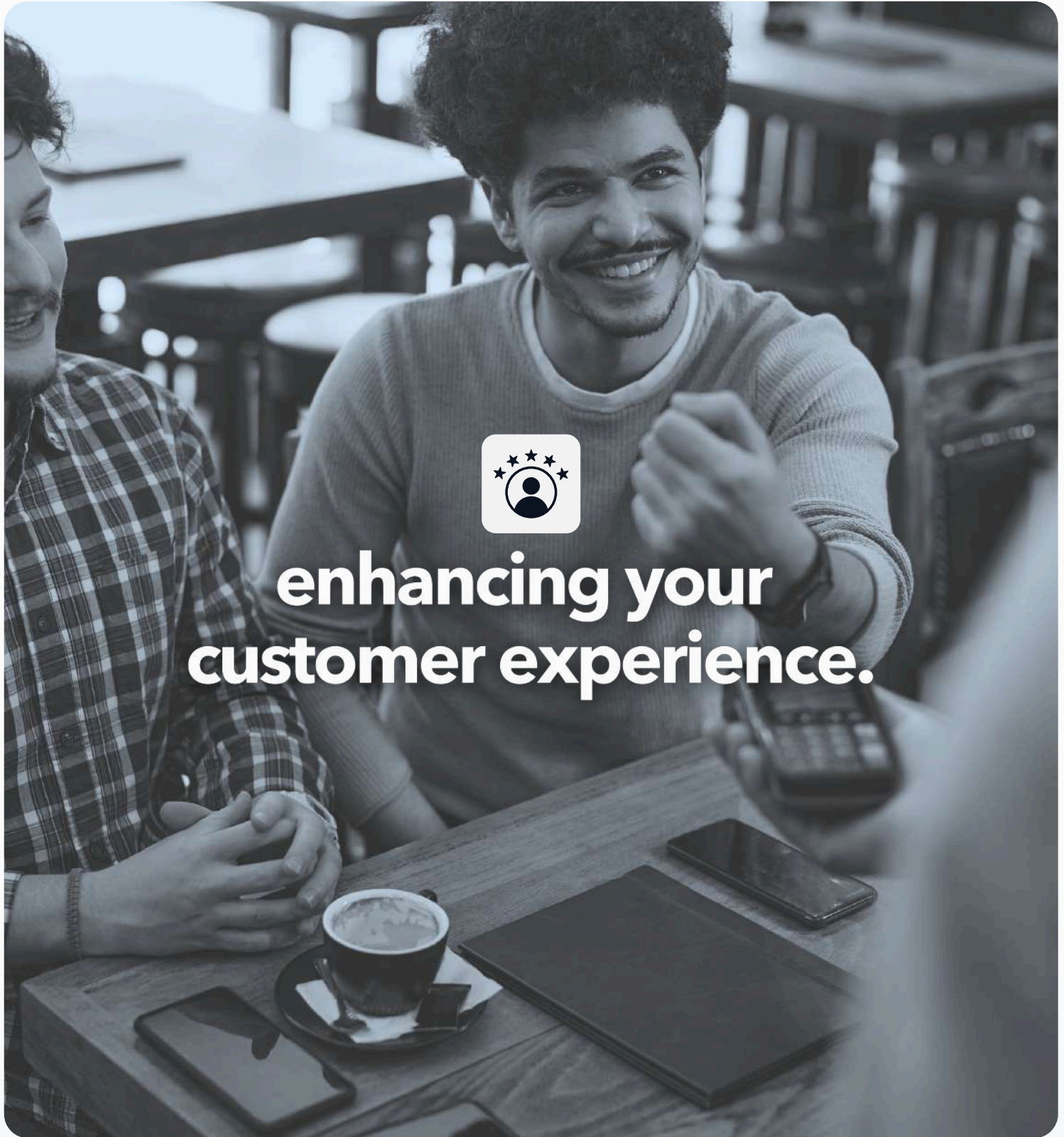
Uninterrupted Operations: Ensure crucial functions like payment processing, online ordering, and staff communication continue without a hitch.

Consistent Connectivity: Deliver a seamless experience to customers with an always-on network that adapts to your needs in real time.

enhancing your customer experience.

We believe that every interaction with your pub should be memorable, seamless, and delightful.

That's why our features are meticulously designed to enhance the customer experience, creating an atmosphere that keeps patrons coming back for more.

on-hold.messaging

turn waiting times into opportunities.

Waiting on hold is never a customer's favourite moment, but it doesn't have to be a wasted opportunity. With our on-hold messaging feature, you can transform those moments of pause into engaging touch-points that inform and entertain.

- **Dynamic Updates:** Keep customers informed about the latest specials, upcoming events, or seasonal promotions.

- **Customised Content:** Craft messages that reflect your pub's unique personality and brand, setting the stage for an exceptional visit.

- **Frequently Asked Questions:** Provide answers to common queries, reducing frustration and freeing up staff to focus on serving in-house guests.

👍 **Enhanced Customer Engagement:** Keep customers interested and informed, even when they're waiting on hold.

👁 **Reinforced Branding:** Reinforce your brand identity with messages that reflect your pub's unique style and atmosphere.

🕐 **Reduced Perceived Wait Time:** Make wait times feel shorter by keeping customers engaged and entertained.
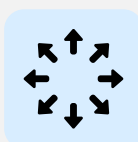
dashboard.analytics

realtime communication insights at a glance.

Understanding your customers' needs and preferences is essential for delivering exceptional service. With our real-time live call analytics dashboard, you can gain valuable insights into your customer interactions.

- **Real-Time Data:** Monitor call volumes, call durations, and other key metrics in real-time, allowing you to respond quickly to changing conditions.

- **Actionable Insights:** Identify peak call times, popular menu items, and other trends that can help you optimise staffing levels and service offerings.

- **Team Performance:** Track individual and team performance, identifying areas where training or support may be needed.

Improved Resource Allocation: Optimise staffing levels and service offerings based on real-time demand.

Enhanced Service Quality: Identify areas for improvement and provide targeted training to enhance customer satisfaction.

Data-Driven Decision Making: Make informed decisions about business strategies based on real-world customer data.

circle.support for your pub

We believe that every interaction with your pub should be memorable, seamless, and delightful.

That's why our features are meticulously designed to enhance the customer experience, creating an atmosphere that keeps patrons coming back for more.

24/7 in-house support.

Find out why we've got the best customer support in the game...

Always Available.

Whether it's a busy Friday night or a quiet Tuesday morning, help is just a call away.

Immediate Assistance.

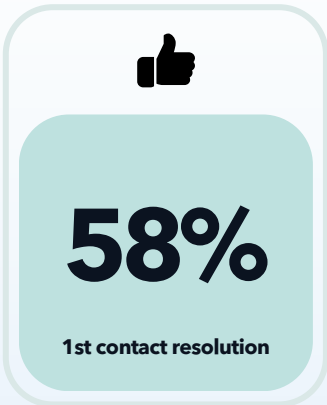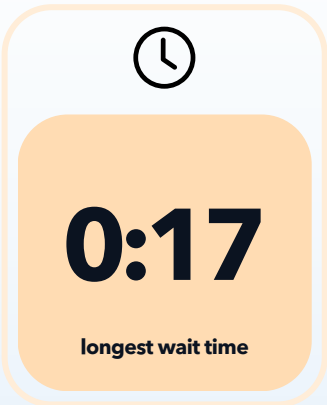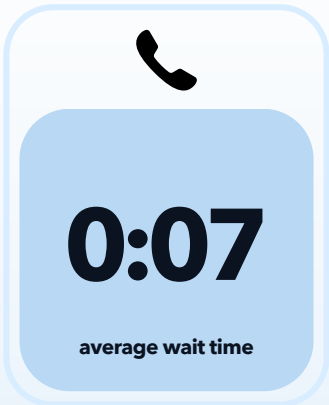From solving technical issues to answering queries, we're here to keep you going.

No Roadblocks.

Our round-the-clock availability ensures your business can operate without delays.

In your world of pubs, time never stops–and neither does our support.
Our 24/7 in-house customer support team is always at the ready, no matter when you need us. Unlike outsourced solutions, our in-house experts understand your systems, values, and priorities intimately. They're not just support staff; they're partners in your success.

0:07	0:17	58%
average wait time	longest wait time	1st contact resolution

a solution
tailored to you.

Getting to know you and your businesses exact needs...

Custom-Built Systems.

We design and implement specifically for your pub's unique needs and layout.

Seamless Integration.

From hardware to software, we ensure everything works in perfect harmony.
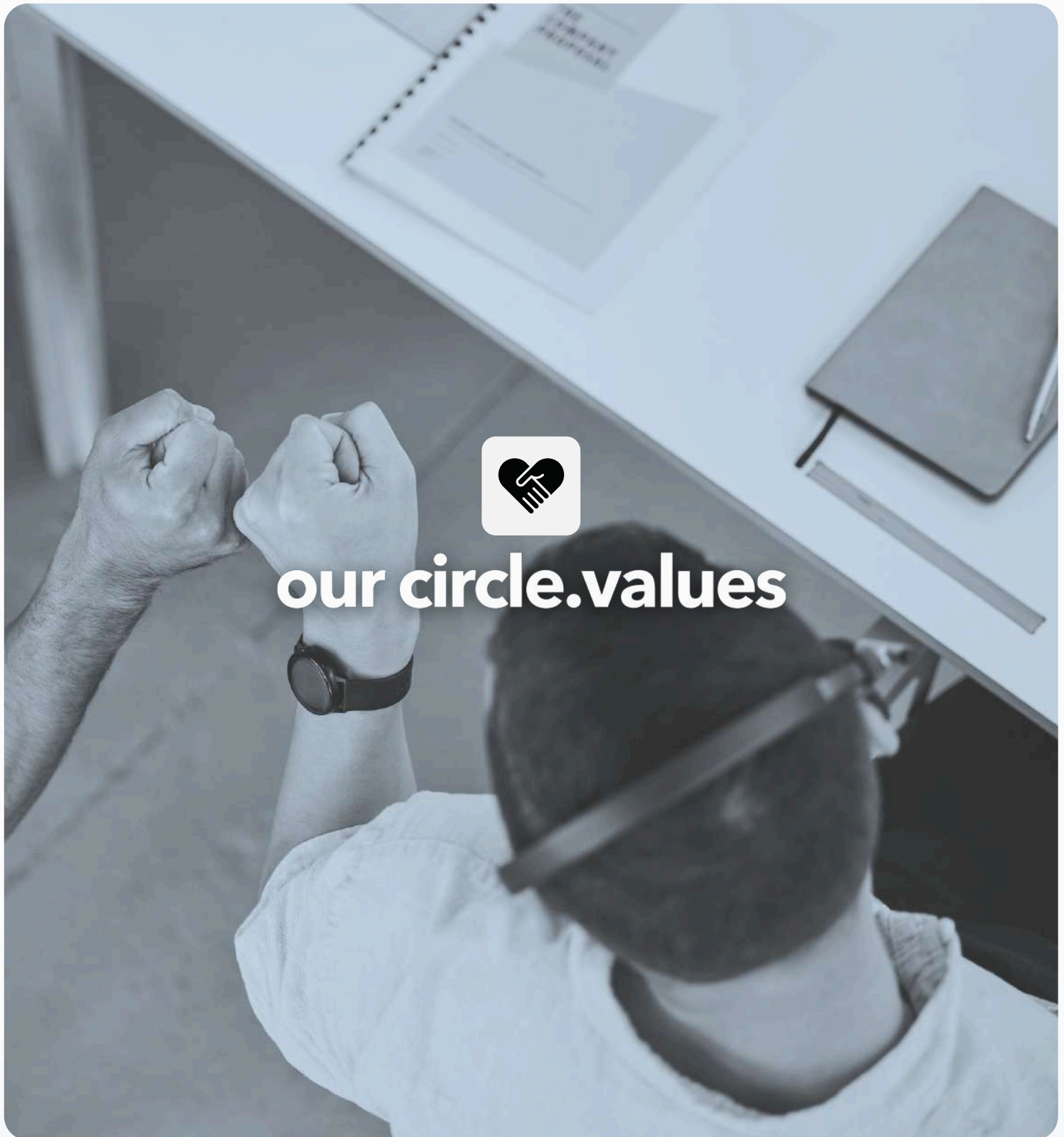
Minimised Disruption.

Our tailored approach minimises friction, reducing disruptions to your daily operations.

Your pub is unique, and your communication system should be too. Despite our system being adaptable to any and all circumstances, we don't do one-size-fits-all solutions. Instead, our tailored setup services ensure that your setup fits your exact needs and is as bespoke as your signature cocktail.

your system, your way.

our circle.values

We understand that running a pub is more than just serving drinks—it's about creating experiences, fostering community, and navigating the complexities of a dynamic industry. That's why we've crafted a support system that's as robust and reliable as the pints you pull.

create.

As the tech world evolves, we're here to keep pace.
Our mission is to **adapt, evolve & craft
the tools of tomorrow, today.**

what this means for you...

Forward-Thinking Solutions: We constantly innovate to bring you cutting-edge solutions that address your unique challenges & opportunities.

Tailored Technology: Designed for hospitality, seamlessly integrate with your operations and enhance your customer experience.

Continuous Improvement: We're always refining our products and services based on your feedback, so you can stay ahead of the curve.

simplify.

We know that technology can be confusing. That's why we make everything **as simple as possible for everyone we work with.**

what this means for you...

👍

User-Friendly Interfaces: Our systems are designed to be intuitive and easy to use, so your staff can focus on doing what they do best.

Streamlined Operations: Our solutions automate tasks, reduce processes, and streamline workflows, freeing up your time & resources.

Hassle-Free Implementation: We handle the setup, configuration & maintenance of your systems, so you can focus on running your pub.

empower.

Whether it's our tech solutions or supportive workplace, **our mission for everything we do is to serve & uplift all.**

what this means for you...

Actionable Insights: Our tools, solutions and insights enable you to make informed decisions and optimise your operations.

Unwavering Support: Our team is always available to answer your questions, resolve issues, and provide guidance - anytime.

Scalable Solutions: Our systems are designed to grow with you, so you can easily add users, features, or locations as needed.

ready to elevate your pub?

The future of your pub is within reach. We've shown you how our tailored telecom solutions can transform your operations, enhance customer experiences, and empower your team. Now, it's time to take the next step.

Why choose circle.cloud? Because we offer more than just cutting-edge technology; we offer a partnership built on trust, innovation, and unwavering support. We understand the unique challenges and opportunities facing pub owners today, and we're committed to helping you thrive in a competitive market.

The time to act is now. Don't let your pub fall behind in today's fast-paced digital landscape. Partner with circle.cloud and discover the difference that tailored telecom solutions can make.
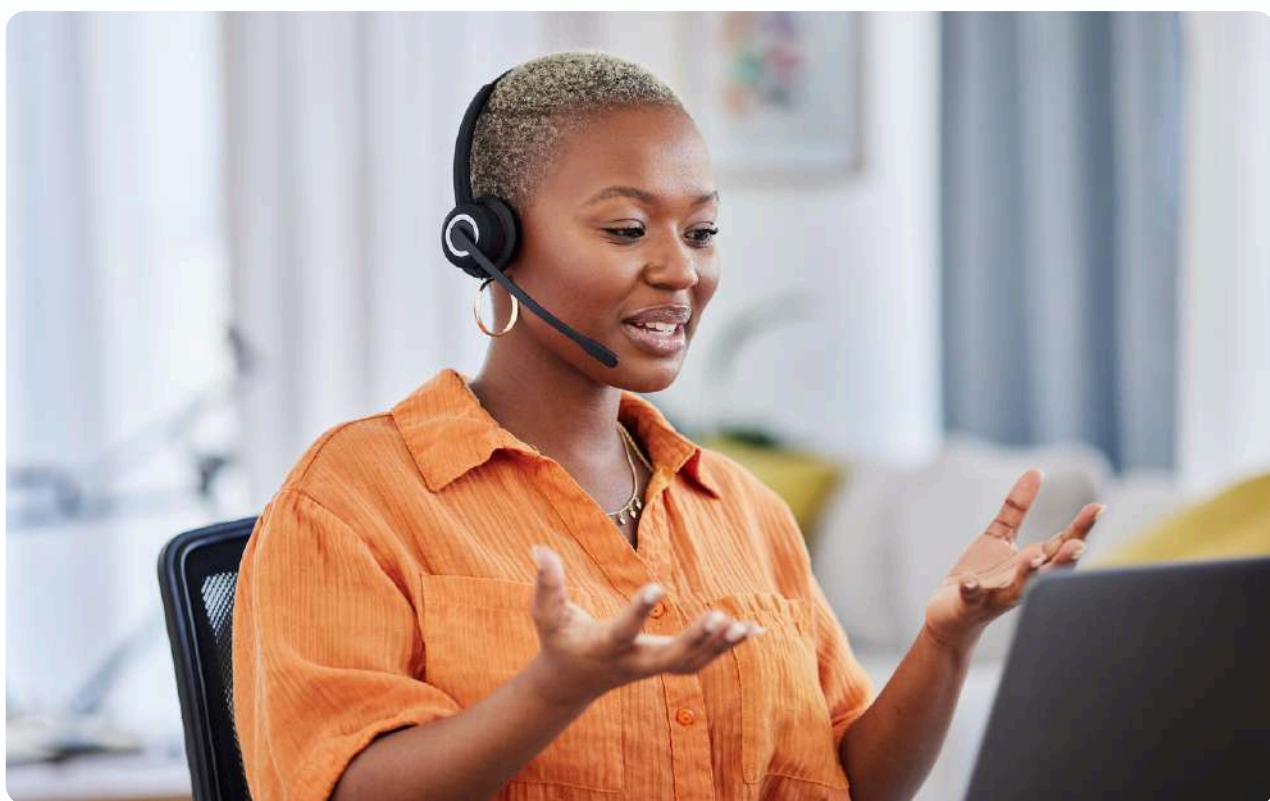
Let's raise a glass to your success. Contact us today to schedule a consultation and learn how we can elevate your pub to new heights.

Axel Molist Cordina

**AXEL MOLIST CORDINA
FOUNDER & CEO**

experience the difference with circle.cloud

🌐 www.circle.cloud

✉️ email@circle.cloud

📞 0333 043 6600

business telecoms, **perfected.**