

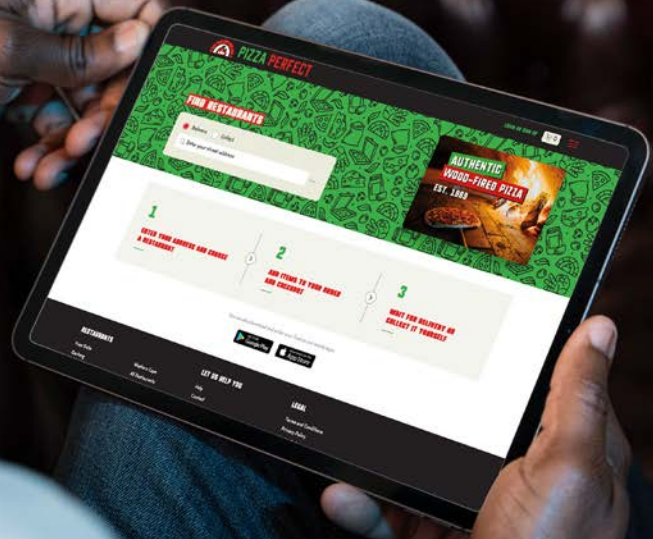
## CASE STUDY

YUMBI®



PIZZA PERFECT

A smooth switch  
to better service  
and stability with  
YUMBI



### Products opted into:



StoreFront



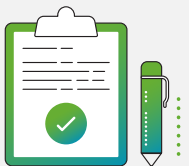
Engage



BeHeard



Insight



### Background

Pizza Perfect needed a reliable and experienced digital ordering partner.

Their previous service provider had failed to meet expectations, leaving them in search of a platform that could offer stronger support, better app performance, and the tools to grow their customer base. The challenge was not just switching providers, but doing so smoothly with minimal impact on day-to-day operations.



*We needed a platform that was **stable** and **scalable**. Our stores couldn't afford downtime, especially during major campaigns.*

- Steven Psillos, Pizza Perfect Managing Director



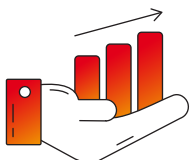
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## Results with YUMBI

Pizza Perfect brand is already seeing noticeable improvements in operations at store level and is confident about its upward growth trajectory.



## The Craving

Pizza Perfect had 3 distinct business and operational needs that needed to be addressed:

01

**A strong, professional, knowledgeable,** and always willing to help support-team.

02

**Full guidance** from onboarding to all other daily operations in every department of their operation.

03

**A seamless switch** from their previous provider to the YUMBI platform.

## Pizza Perfect selected YUMBI as its technology partner because:



**Stability and scalability** – YUMBI's proven performance with top QSR brands gave Pizza Perfect the confidence that the tech would just work, even during peak periods like Black Friday.



**Continuous innovation** – With over a decade of experience, YUMBI is always investing in new features to stay ahead of shifting consumer behaviors.



**Franchise enablement** – The YUMBI tools would empower Pizza Perfect to manage more themselves, reducing Head Office dependency and speeding up execution.



*We trusted YUMBI because **they've been doing this for over a decade** with large franchised brands. That credibility gave us confidence.*

- Mark Tucker, Pizza Perfect Operations Executive





## Satisfying the hunger for success

YUMBI worked side-by-side with Pizza Perfect's team to ensure a smooth transition. The rollout included:



Installation of **Point-of-Sale independent printers** and tablets at store level to streamline order capture.

Deployment of a branded app infrastructure to enhance the customer journey.

Hands-on support and training across all departments, from Ops to Marketing.



## A taste of victory

Since implementing YUMBI, Pizza Perfect has experienced...

### Operational Wins



Faster, more reliable order processing and reduced staff friction.



Improved platform stability during high-traffic campaigns.

### Marketing Wins



Increased confidence in launching promotions at scale.



Streamlined operations across multiple locations with minimal disruption.



Franchisees can now self-serve marketing using YUMBI's Engage tools.



More direct customer engagement - without third-party interference.



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“

*Our Franchise Partners now have the **tools to do more themselves**.  
That's a game-changer for scalability and brand consistency.*

- Chantal, Pizza Perfect Marketing Executive

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## A serving of happiness

Pizza Perfect's journey shows that switching platforms doesn't have to be disruptive when you have the right partner. With YUMBI, they didn't just switch - they scaled.



Want to connect and engage with customers more effectively?

If you're interested in a cost-effective self-service solution that's user-friendly and helps you identify your customers to grow your market, get in touch with YUMBI today.



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