

OLO + FLYBUY

OPTIMIZING RESTAURANT OPERATIONS

A PREMIUM, INTEGRATED SOLUTION

Olo and Flybuy's strategic partnership streamlines in-store, curbside, drive-thru, and delivery operations. The direct integration into Olo Online Ordering, Olo Expo, Olo Dispatch, Olo Rails, and Olo's order fire capability optimizes and automates the rapid handoff for off-premise orders for both customers and delivery drivers.

AUTOMATIC PICKUP EXPERIENCE

Olo Online Ordering + Flybuy Pickup delivers frictionless, location-based pickup experiences across multiple channels.

FASTER DELIVERY

The Flybuy solution is seamlessly integrated with Olo Rails and Olo Dispatch to provide restaurants with comprehensive visibility into the delivery driver's journey to the restaurant enabling a fast and fresh order handoff.

MOBILE DINE-IN EXPERIENCE

Customers can skip the line and start the ordering process by tapping or scanning from their table. When an order is ready, the customer is paged for counter pickup.

SINGLE TABLET

Restaurants leveraging Flybuy can now conveniently see approaching and arrival notifications for guests on Expo, eliminating the need for multiple tablets and ensuring timely preparation of orders.

Partnership Summary

Flybuy and Olo enjoy a robust partnership, serving 30 shared brands across 5,600+ locations. This partnership provides restaurants with a complete end-to-end digital solution:

CUSTOMER PICKUP: Olo Online Ordering + Flybuy Pickup

DELIVERY DRIVER PICKUP: Olo Rails + Olo Dispatch + Flybuy Pickup

AUTOMATIC ORDER-FIRE: Olo's order fire capability + Flybuy Pickup

SINGLE TABLET: Olo Expo + Flybuy Pickup

DINE-IN: Olo Online Ordering + Flybuy Pickup

Immediate Benefits

- Eliminate wait time
- Improve labor efficiency
- Drive repeat visits
- Increase food freshness

Olo + Flybuy Shared Brands



Order Volume

7-10%

increase in digital order volume

Food Waste

40%

decrease in food waste and remakes

App Downloads

5%

increase in monthly app downloads

Delivery

0.5%

increase in sales for every 1 minute saved in delivery time

Wait Time

80%

decrease in wait time

Customer Satisfaction

97%

average customer satisfaction ratings

Brand Testimonials



"We've seen our off-premise order volume increase by 20% and have had a substantial uptick in repeat customers since working with Flybuy."

- Charles Watson, CEO



"Having visibility into the journey of both customers and delivery drivers is key for us to provide fresh fries and cold milkshakes quickly for to-go orders. It's hard to control the food freshness for takeout or delivery orders, but Flybuy enables us to deliver the best to-go product possible."

- Zerrick Pearson, VP Restaurant Technology



"It was a herculean effort to get this rolled out quickly, and honestly it's amazing. You order, you get to the restaurant, and your food is brought out to you within 2 minutes. It's mainstream now. You see it in retail, you see it in restaurant. It's a means of doing business. It is the new normal."

- Andrew Rethun, VP, Digital Officer

Customer Spotlight



District Taco effectively employs the full suite of Olo + Flybuy solutions, encompassing Online Ordering, Rails, Dispatch, Dine In, Expo, Olo's order fire capability, and Olo Pay.

Locations: 79

How District Taco Leverages the Complete Olo + Flybuy Solution:

OLO ONLINE ORDERING + FLYBUY PICKUP:

District Taco customers place their orders through their mobile app or website, which triggers the Flybuy Pickup process. This implementation allows staff to receive accurate ETA and real-time location updates along the way, enabling them to prepare their order for a just-in-time handoff.

OLO DISPATCH & RAILS + FLYBUY PICKUP

Flybuy is streamlining driver pickups through the Olo Rails and Olo Dispatch integrations, alongside its direct integrations with DoorDash and UberEats. Restaurant staff can send customized driver messaging and ensure that the order is ready immediately upon arrival.

MOBILE DINE IN EXPERIENCE

Flybuy facilitates the Olo mobile ordering experience empowering customers to skip the line and start the ordering process through a simple tap or scan from their tables. This drives in-store mobile transactions while reducing counter congestion, ultimately resulting in improved speed of service.

OLO EXPO + FLYBUY PICKUP

Flybuy seamlessly integrates location and arrival updates into Olo Expo significantly enhancing visibility of incoming customers and delivery drivers.

OLO'S ORDER FIRE CAPABILITY + FLYBUY PICKUP

Orders are fired automatically based on the customer's proximity to the restaurant and necessary prep time for specific items or entire orders. This optimizes kitchen operations while simultaneously ensuring maximum food freshness.

OLO PAY + FLYBUY PICKUP

Olo Pay is an easy-to-launch payment solution that provides everything restaurants need to drive sales, reduce fraud, and simplify day-to-day payment processes. The fully-integrated payment stack goes beyond the core credit card processing functionality offered by existing payment processors with new capabilities that improve both the merchant and consumer experiences. Flybuy Pickup can identify unpaid orders and request payment via Olo Pay prior to handing the order off to the customer.



"The Olo + Flybuy Integrated solution has enhanced our front-of-house workflow which helps us provide a seamless customer experience. No matter how a District Taco guest decides to enjoy our tacos, whether it be at the restaurant, at home, or in their car, their food is always fast, fresh, and on-time."

Chris Medhurst

Chief Operating Officer at
District Taco