

How **The Munson Group** Consolidated Tech Vendors to Streamline Operations and Serve Up Instant Results

For restaurant operators, managing payments is like juggling too many plates at once. Cash tip payouts, multiple payroll systems, and separate vendors for paycards and tips can create operational chaos. The Munson Group, a Sonic Drive-In and Buffalo Wild Wings franchisee with 1,200+ employees across 33 locations knew this challenge all too well.

“We needed a solution that could grow with us & bring everything together in one place.”



Charlotte Marriott
Munson
HR Director

The Challenge

Too Many Cooks in the Kitchen

Munson’s leadership team was facing several operational pain points:

Fragmented Systems

Two payroll platforms, multiple vendors for paycards and tips and no single source of truth.

Cash Shortages

Busy shifts often left managers scrambling to cover cash for tip payouts.

Employee Frustration

Staff waited hours or even until the next day to receive tips.

Hidden Costs

High vendor fees and administrative overhead chipped away at margins.

Scalability Issues

Adding new entities meant layering on more complexity, not less

The Solution

One Platform, Instant Tip Disbursements

Munson selected **Instant Financial**, integrated with **AllianceHCM**, to consolidate tip payouts and employee paycards into a single system.

“With Instant, it really is instant. Our employees no longer wait hours to get their tips—it’s immediate. And for us on the back end, it’s far more streamlined than what we had before.”

Charlotte Marriott, HR Director

The Results

Streamlined Operations and Elevated Employee Experience



Seamless Integration

Instant plugged directly into AllianceHCM, eliminating the need for multiple logins or duplicate reporting.



Digital Tip Payouts

Managers no longer had to keep cash on hand, solving the shortage problem.



Employee Satisfaction

Staff could access their earnings right away, boosting morale and retention.



Simplified Operations

One platform for 1,200 employees and 33+ entities, reduced administrative burden.



Dedicated Support

"The help desk is absolutely incredible. It feels like they are part of my company."

"We were using multiple systems. One for paycards and a different one for tip payouts, and it created a lot of inefficiencies. Our teams were spending too much time pulling reports, handling cash, and managing vendor processes, instead of focusing on our people."



**Charlotte Marriott
Munson**
HR Director

Why It Matters for Restaurant Leaders

Munson's story is far from unique—fragmentation is common in the restaurant industry. But sticking with legacy systems or single-point vendors is like keeping outdated equipment in your kitchen: it slows service, frustrates staff, and limits growth.

With Instant, Munson was able to:

- ✓ Consolidate technology vendors
- ✓ Eliminate cash headaches
- ✓ Streamline reporting
- ✓ Deliver a better employee experience

Ready to consolidate your tech stack?

Contact Instant Financial today to learn how you can **eliminate cash management headaches, boost employee satisfaction, and future-proof your payment systems.**

instant.co/demo
sales@instant.co