

WORLD LEADER IN MANAGING CUSTOMER EXPERIENCE

With a quarter of the world's population passing through one of our solutions every year, we have learned quite a lot. In fact, every day we learn from the thousands of our solutions deployed across the world. We also invented a methodology for delivering the best solution – Customer Flow Management, CFM. We take all of our knowledge to deliver the correct and appropriate solution for your business and environment. Knowing how to manage customer experience in the Public, Healthcare, Finance and Retail sector is our skill. We have been doing it for over 30 years and lead the world. We want to do it for you.



THE POWER BEHIND GREAT EXPERIENCES.

The Solo platform

SOFTWARE To manage the customer experience	SOLO Local, embedded		
SELF SERVICE KIOSKS To service customers	TP BUTTON 5 button service kiosk	TP TOUCH 7" touch screen service kiosk	
	INTRO 5 5 button service kiosk	INTRO 8 8" touch screen service kiosk	INTRO 17 17" touch screen service kiosk
ADD-ONS For complementing the Solo system	MOBILE Email and SMS Alerts	MANAGEMENT PORTAL Central Statistics	
	CHORAL For voice prompts	CINEMATIC For digital signage	
	CODA Call terminals	NOTES Displays	
LINEAR QUEUING Complete solutions for specific needs	SOLO LINEA For linear queuing		
SAM For supporting and maintaining your system	SAM Support & Maintenance for keeping your system up and running		

SOLO

The right start for great customer experiences



Removes the need for a physical waiting line

Quick to configure and deploy

Scalable and modular design

THE QMATIC SOLO solution is a perfect match to control the customer flow and to support staff serving customers in any environment.

Is Solo for you?

We created our software Solo so that you can provide better service and keep valuable customers from walking out your door. It lets you take the first, easy step to managing your queues and service situations. The people you are serving will be happier with a serving process that is fair and clear. You will be happier because your process will be more cost effective. In fact, you will soon find that you can serve more people with less resource.

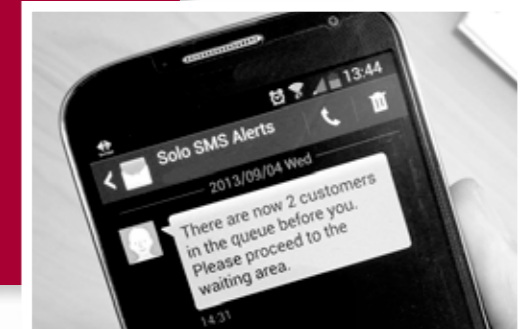
Delivering service with the right touch

With Solo, you can choose from all of our self-service kiosk options including touch screen or tactile buttons to suit your environment type and customer traffic. Based on virtual queue thinking, traditional queues become almost invisible. We have created Solo to be modular, which means that you can start with a base solution to suit your needs and pocket – and add features as your situation evolves.



Organizes queues and provides management information

- An entry solution to move from real queues to virtual queues
- Is ideal for branches with one or multiple service categories
- Supports multiple scenarios; branches, stores, click & collect, etc.
- Is easy to install, stand-alone and needs no PC
- Web based. Can work on a network or offline
- Supports statistics, digital signage and SMS alerts
- Supports central statistics with add-on software
- Can be upgraded to work with Qmatic Enterprise software
- Proven through thousands of installations



Features for improved customer experience

CLEAR GUIDANCE TO THE CUSTOMER'S SERVICE CHOICE
Displaying multiple service options give a better understanding of who is seeking which service, and allow you to increase the individual customer experience.

VALUE THE CUSTOMER'S TIME AND BOOST SALES
With Solo linked to the media players Cinematic you can use screens to show content that reduce perceived waiting time, relax the customer and make them more receptive to your message. Or integrate with queue information to improve impression rates.

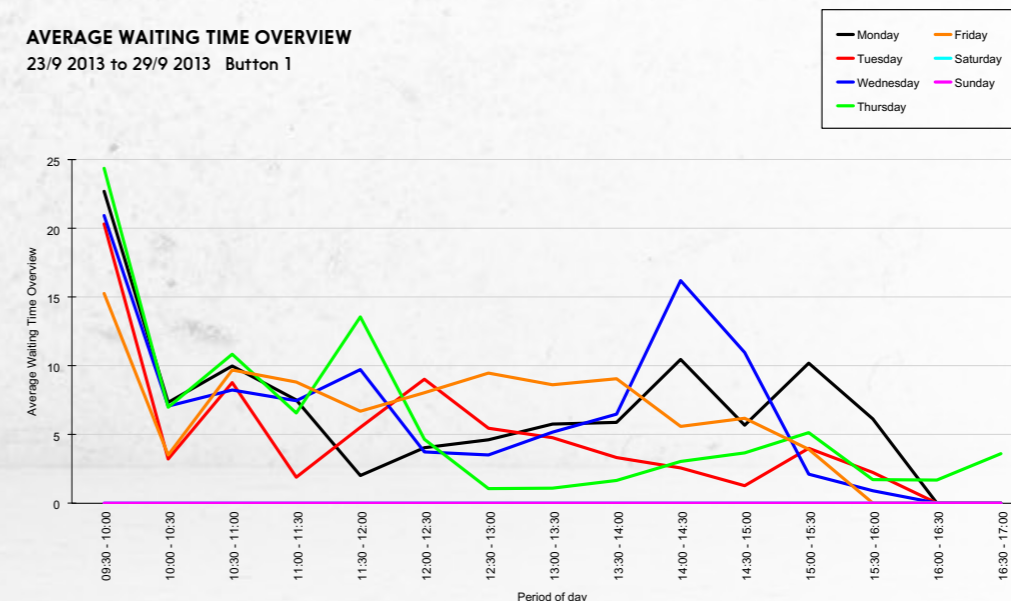
FLEXIBLE AND SECURE SETTINGS
Should you ever need to replace a Solo device, all your settings can be quickly transferred. The plug-in, MyQmatic, carries across all your configurations including licenses, services and settings.

GIVE THE CUSTOMER A PLEASANT WAITING
Virtual queuing removes the need for a physical waiting line and hence the waiting experience can be made more pleasant. The customer's place in the virtual queue is secured with the customer service ticket. You can also send SMS alert messages to staff and customers.

SOLO CAN GROW WITH YOUR NEEDS
With Solo you can start out with a basic solution at a competitive price, and then grow as their need increases. No new hardware investment, no sunk cost, just update with new functions and add value to your existing system.

MANAGEMENT INFORMATION
Solo allows you to get some really useful information. How many people requested service, what service they requested and even how long they had to wait. The kind of information that helps you drive improvement. We call this intelligence.

AVERAGE WAITING TIME OVERVIEW
23/9 2013 to 29/9 2013 Button 1



STATISTICS
Average waiting time or transaction time, customer flow or workstation performance. Solo can provide the information you need to improve your efficiency as well as the experience of your customers.