

**FeedbackNow**   

Owning the end-to-end customer  
experience with IOT



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# Our product



**Intuitive**

**Wireless**

**Real-time**

**IT-independent**

**Plug & Play**

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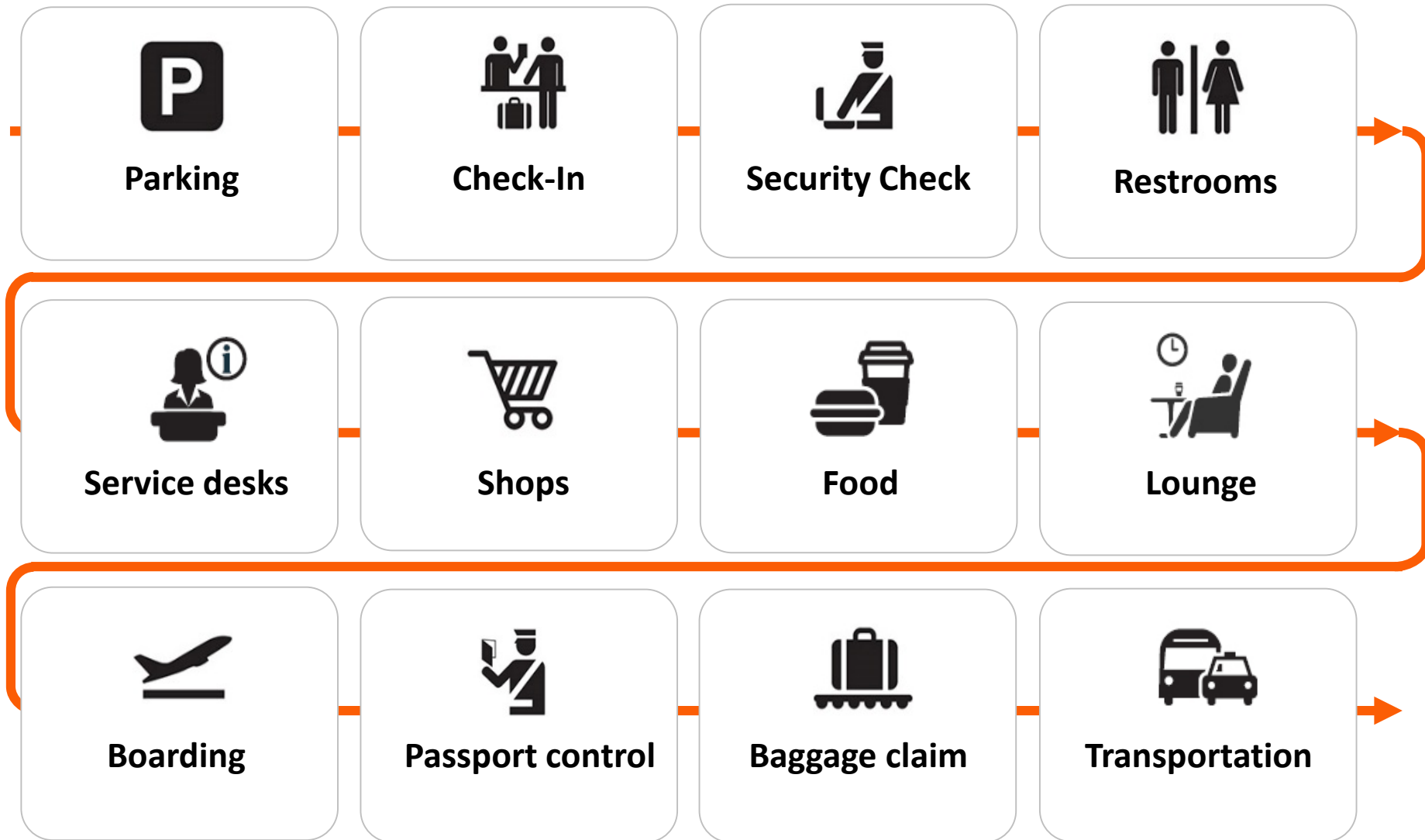
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# Real-time call to action



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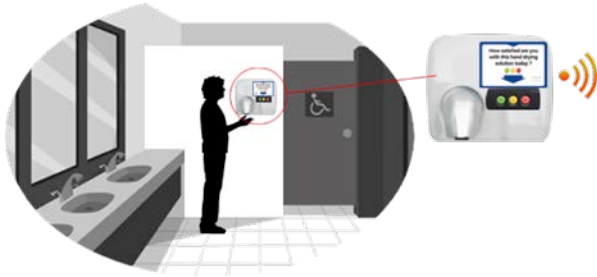
# The end-to-end customer experience



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# The end-to-end customer experience

Restrooms



Security



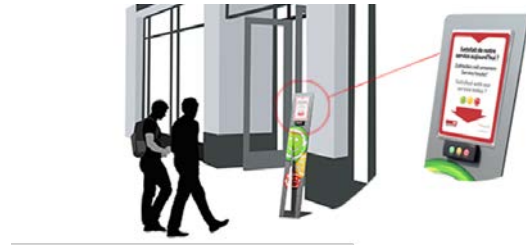
Passport control /  
Baggage claim



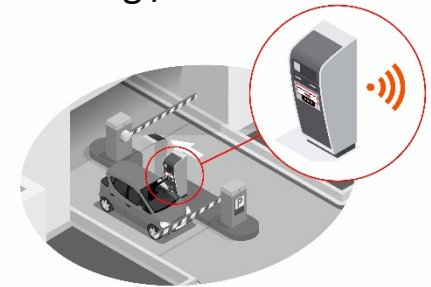
Check-in / information counter



Transfer / Boarding



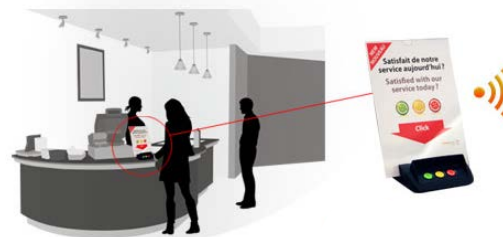
Parking / Access



Shops / Duty free / Lounge



Take away food



Seated restaurants



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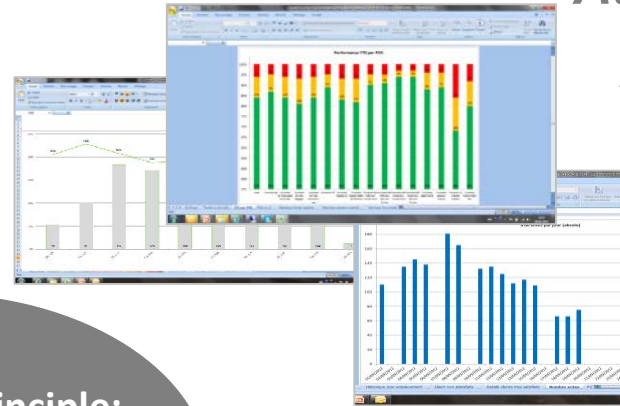
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# How it works

*Real-time alert system*



*Automated reporting*



**Our reporting principle:**  
Get - the right information to  
- the right person at  
- the right time

*Cellphone application*



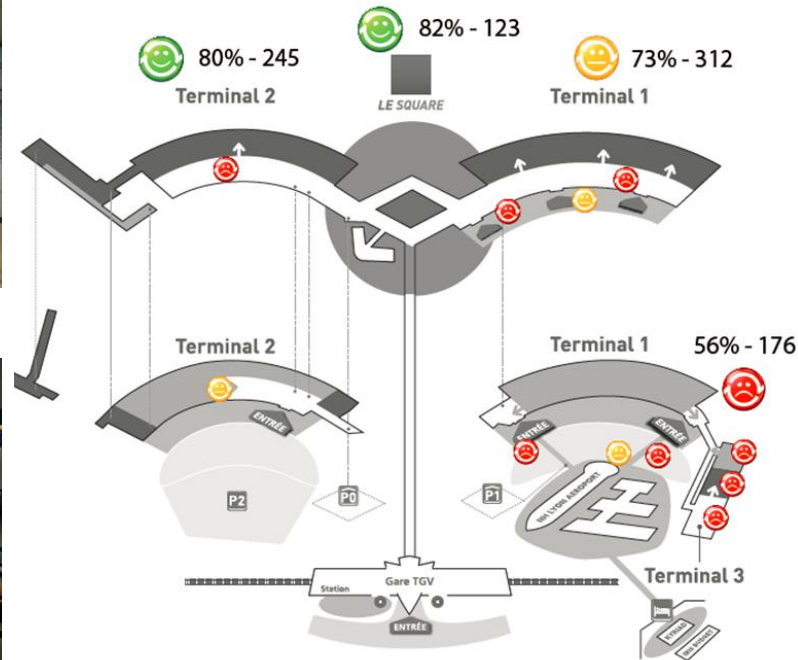
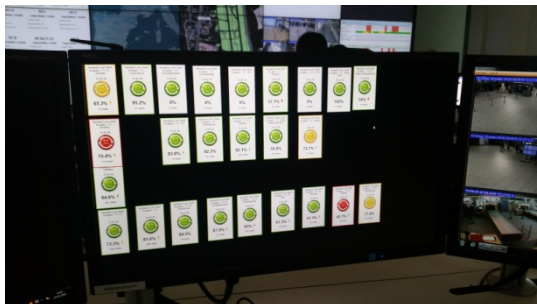
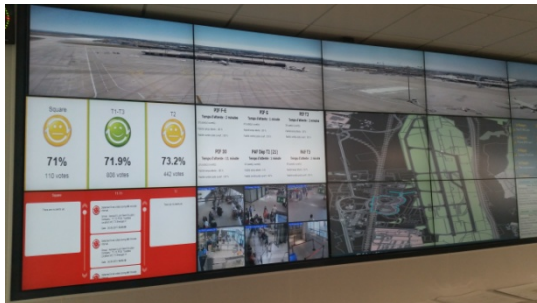
*Web access*



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# Our real-time performance monitoring

## Example: Airport control room



**ZONES**

All	% - # votes
Terminal 1	80 - 245
Zone Publique départ	80 - 112
Zone Réservée départ	82 - 032
Zone Arrivée	78 - 101
Terminal 2	73 - 312
Terminal 3	56 - 176
Square	82 - 054

**SERVICES**

All	% - # votes
Check-in	74 - 320
Commerces	75 - 243
Toilettes	65 - 453
PIF	78 - 230
PAF	74 - 120
Salons	68 - 056
Embarquement	74 - 320
Bagages	64 - 265
Parking	54 - 120

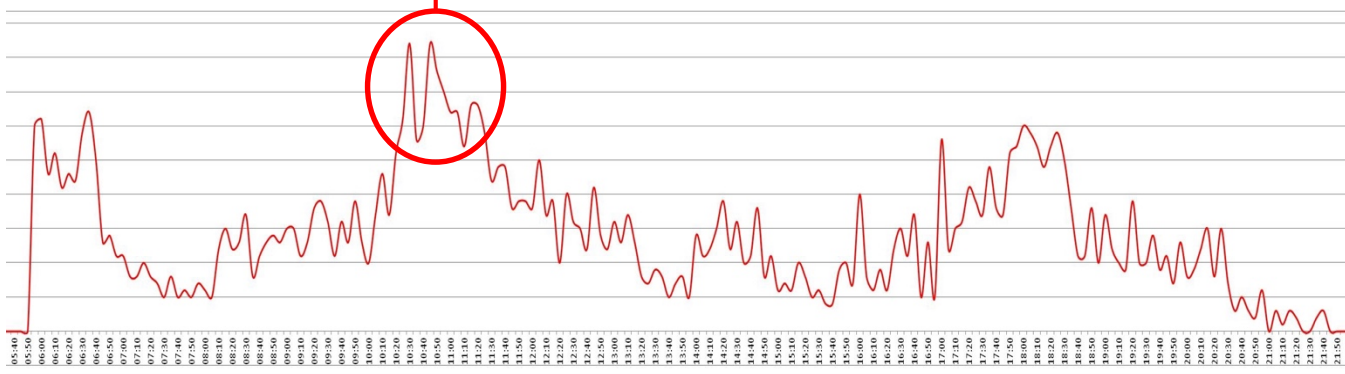
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# Our real-time alert system



- Defined alert criteria
- Unlimited number of recipients
- Email or text message in 1-3 seconds
- Immediate corrective actions



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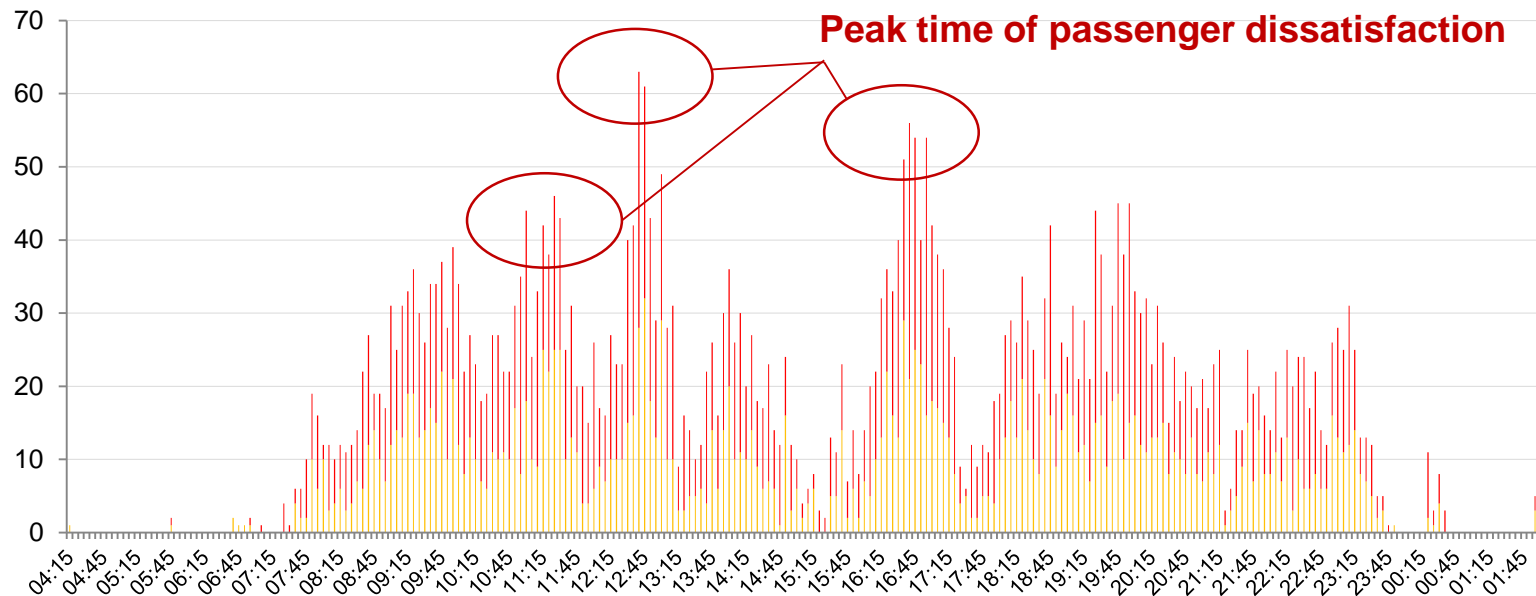
# Let's talk data



## What is the response rate?

CLIENT EXAMPLE

*Number of red /yellow votes per 5 minutes for one restroom block*



## Maximum response rate

Collected votes provide a reliable satisfaction curve for each restroom block

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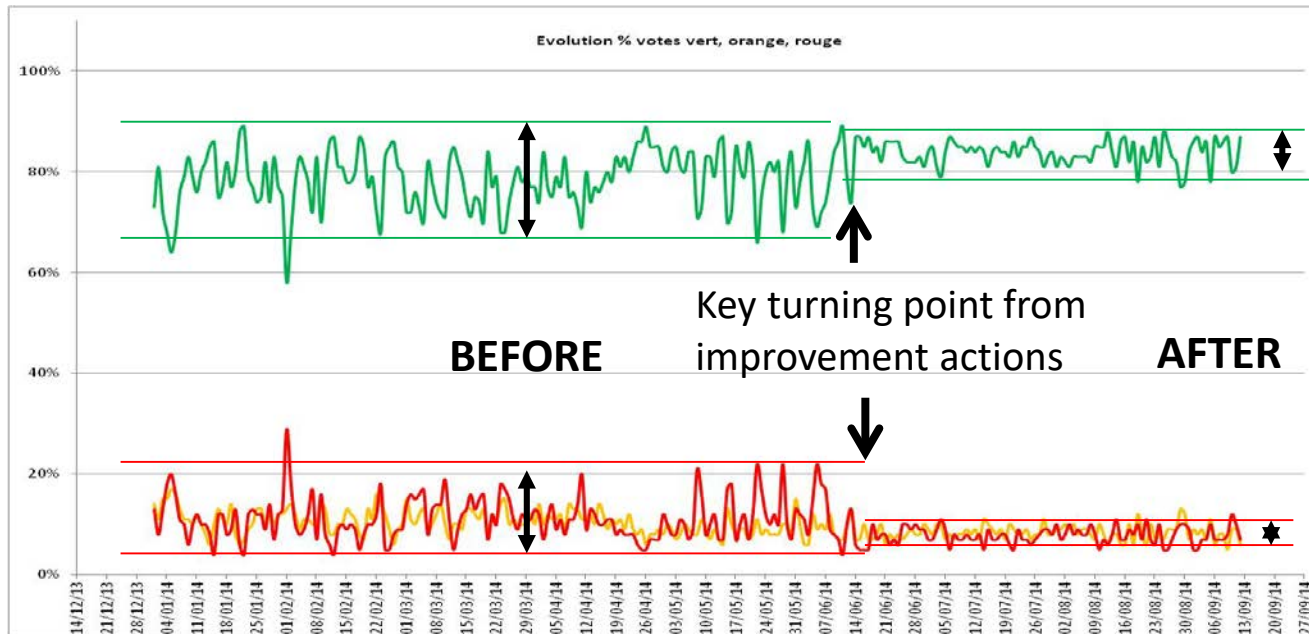
# Let's talk data



## What improvement is achievable?

CLIENT EXAMPLE

### Development of green and red smileys per week



Use case of security check with ~1'000 votes / day

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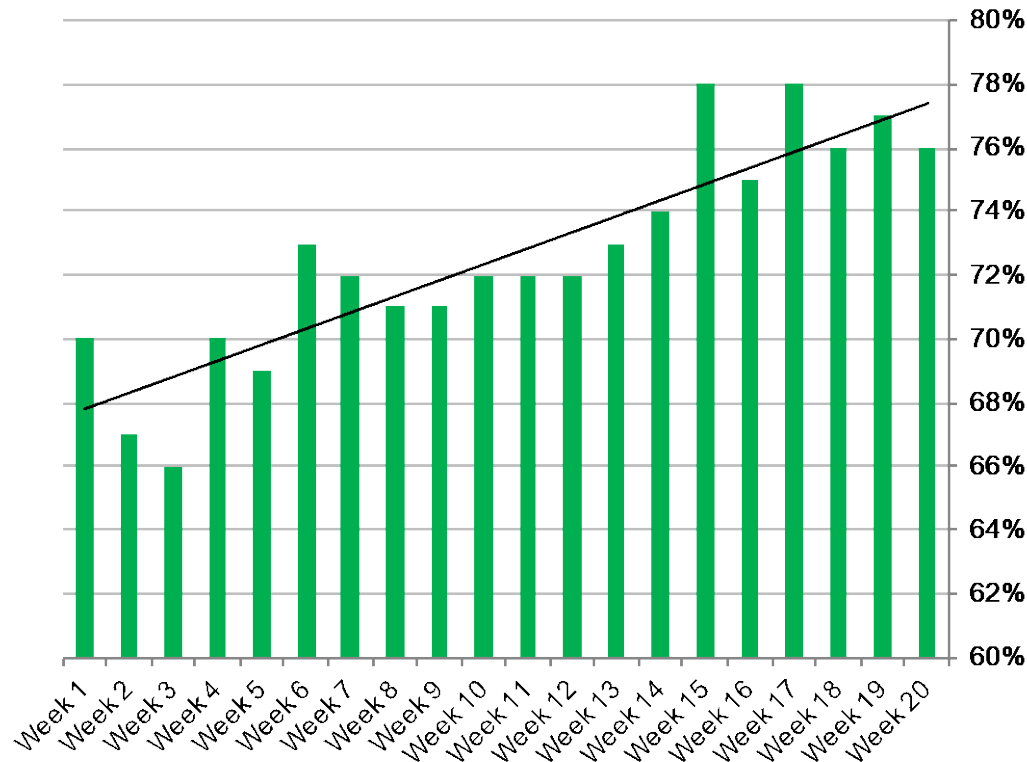
# Let's talk data



## What improvement is achievable?

CLIENT EXAMPLE

*Development of green smileys per week*



Use case of five toilet blocks with ~4'000 votes / week

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# Installation examples



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# Contact Person



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