



# Self-Ordering Kiosks in restaurant

# What problems can be solved?

- Long Queues
- Long Ordering
- High Staff Costs
- Low Service Speed
- Low Restaurant Income



# Where is order automation already used?



Macdonald's



Burger King



KFC



Hey Zeus



Taco Bell



Eatsa

# Customers order themselves



The use of self-ordering kiosks allows restaurants to serve more people in less time and focus the staff on other aspects of customer service, resulting in a better experience for the customers and revenue growth:

- Process Orders Quicker
- Reduce Customer Wait Times
- Automate Upsells and Promotion
- Re-purpose Staffing Resources
- Ensure Ordering Consistency
- Improve Process with User Data

## Profit increases by 20-40%



The use of self-ordering kiosks increases customers patency by 20-40%, provides growth of profitability, reduces the percentage of inaccuracies in orders and staff costs.

# Advertising products



- Videos
- Banners
- Printing on receipts

# Customer identification by fingerprint



Self-ordering kiosks provide customers with fingerprint authentication.

The function allows customers to use personal discounts and bonuses without the help of any discount cards and mobiles.

# New customer services



Self-ordering kiosks allow to add unlimited number of new customer services such as information about products and marketing campaigns, feedbacks and offers on the products quality, searching for the location of other restaurants

New services will improve the customers loyalty, service and products quality of restaurant chain.

# We have a full software package



## Embedded OS FastSYS

OS operates on any flash-devices, has 5 degrees of crypto protection, with no one crash for 12 years. OS FastSYS reduces service expenses by half and increases the useful life of self-ordering kiosks due to stability and high level of automation.



## Universal Software ALLVEND

Software ALLVEND allows to organize customer self-service in any existing market areas. Its flexibility and simplicity provides with the possibility to customize any self-service points to the business style in the shortest time.



## Processing complex SkySend

Fault-tolerant cluster complex provides self-service systems with high speed and complete remote kiosks control. The average speed of requests processing is 1.3 seconds, the cluster pair of servers processes over 10,000 operations per second, quickly process customer orders.

## We offer a turnkey solution

- Development of individual solution
- Supply of equipment
- Provision of Software
- Setup and start-up
- Support



# Extract from portfolio



System of payments  
SKYSEND



Government Services of  
Russian Federation



System of payments  
SAZ HYZMAT



Penitentiary Service of  
Russian Federation

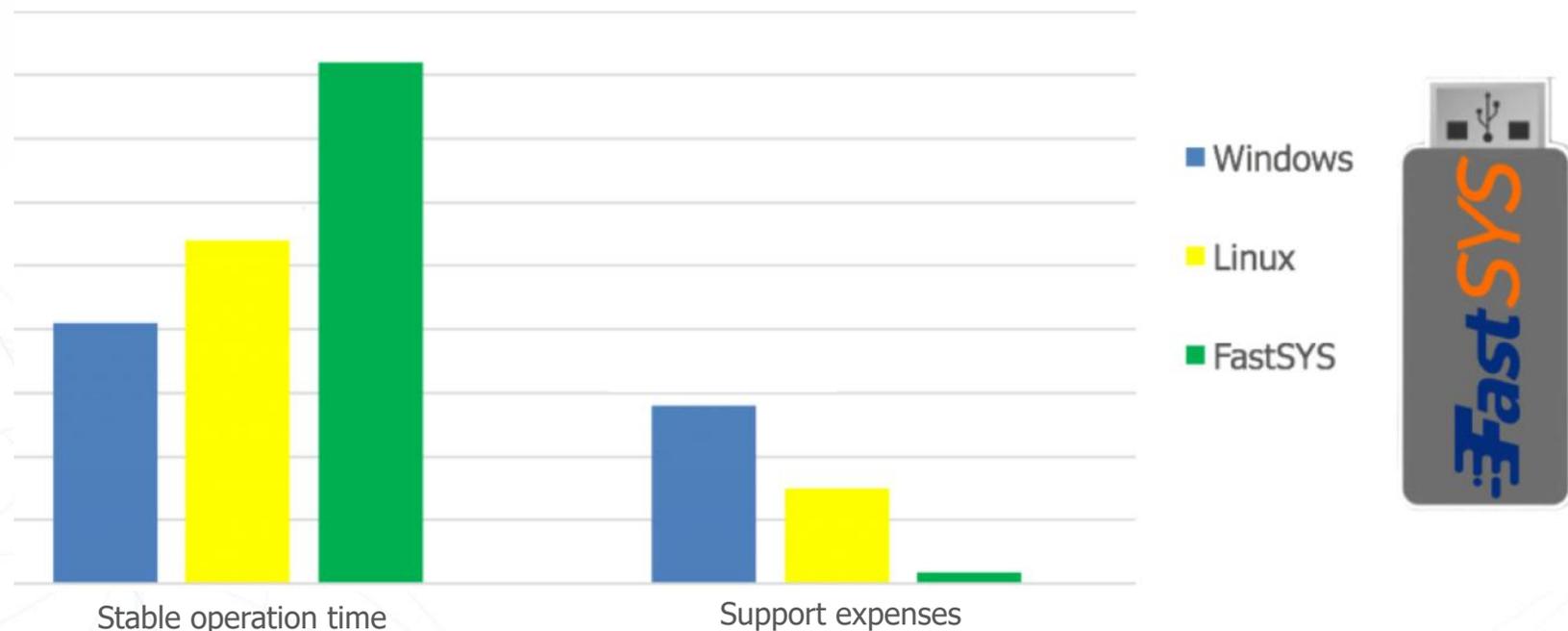


Military commissariats  
of Russian Federation



National Russian  
Post

# Our technologies are stable and saving time



The software solution for self-service kiosks runs under the control of the embedded OS FastSYS that contains a wide range of automation for stably operation with no crashing or hanging (automatic elimination of errors in the Internet connection, bill acceptor, printer, automatic debugging of software, etc.)

# Online cabinet for management and statistics



	Turnover control		Logs examination
	Kiosks management		Payments monitoring
	Kiosks monitoring		Interface management
	Financial reports		Advertising Management

Kiosks software settings and setups are made within personal online cabinet.

Any changes in settings and functions of self-ordering kiosks are updated within a few minutes with no need of physical kiosks configuration due to the function of remote control. The cabinet also provides with full self-service kiosks monitoring increasing the control convenience.

# Comparison of solutions

Point	Standard solutions	Our solution
Embedded operation System	-	+
Automotive device recovery at OS level	-	+
Monitoring of devices operation in personal cabinet	+	+
Device health analysis in the personal cabinet	-	+
Advertising platform	-	+
Products ordering function	+	+
Change of design and functionality without release of updates	-	+
Payment function	+	+
Information kiosk mode	+	+
Payment with credit card	+	+
Binary software updates	-	+
Data encryption (5 levels of crypto protection)	-	+
Immunity from viruses	-	+
Operation on flash-device (from 256 Mb)	-	+
Drive check system	-	+
Full remote kiosks control from the cabinet	-	+

# Our Company Group



Inform-Systems Group is a modern, dynamic company engaged in technologies and innovation creation. Priority activities are UNIX systems developments, automated and financial systems, embedded and biometric solutions. Our technologies make everyday life easy and comfortable, they are used in more than 6,000 self-service kiosks all over the world since 2006. Reputation is the most important value for us!

## Our projects:



Embedded  
OS FastSYS



Telemedicine system  
My Doctor



System of  
payments SkySend



Fingerprint Payment  
System



Universal Software  
ALLVEND



Universal self-service  
kiosks Beauty

# Our team



**OLGA BELYAEVA**

Head of External Communication Department

Organizes the development of activities of the Group of Companies, partner relations in Russia and abroad. Introduces and promotes technological projects of the company.

**Personal qualities:** he has the ability to convince, seek compromises and make decisions in unusual situations.

**Skills:** negotiation, active / direct sales, drafting of commercial proposals, preparation of presentations, project management, analytical mindset, decision-making skills, conflict resolution, knowledge of MS Office, 1C: Accounting, Adobe Photoshop, MS PowerPoint

**Hobbies:** snowboarding, roller sports and drawing.



**NATALIA LIFANOVA**

Head of Legal Control Department

Provides full legal support of all spheres, projects and stages of activity of the Group enterprises.

**Personal qualities:** possesses determination, organization, purposefulness, increased capacity for work, by nature a perfectionist.

**Skills:** knowledge of the current legislation of the Russian Federation civil, labor, financial, administrative law, MS Office. Projects: "Payment service" Online - Purse Finger "(legal and organizational part); program module "Company Statistics System".

**Hobbies:** street-riding and traveling.



**ALEKSEI IGNATEV**

Chairman of the Board of Directors,  
founder of Inform-Systems Group

Founder and CEO of the company.  
He successfully leads the Group for more than 12 years.

**Personal qualities:** has a focus on results, the ability to manage people, seek compromises and make decisions.

**Hobbies:** snowboarding, running, fitness, skydiving, yoga, horse riding and traveling.



**IGOR STARODUB**

Head of System Development Department  
Founder of Inform-Systems Group

One of the best experts in Russia on the development of technically complex software. In the enterprises of the Group, he manages the development and implementation of the Group's software products, technical support for the implementation of the group's development directions, the priority areas of which are developments in the field of UNIX systems.

**Personal qualities:** has perseverance, increased efficiency, knows how to see the details.

**Skills:** Unix API, C / C ++, QT, PHP, Perl, JavaScript, CSS, HTML, Oracle, MSSQL, MySQL, PostgreSQL, json, xm7, CryptoPro, GnuPG etc.

**Hobbies:** snowboarding, biking and traveling.



**ANNA STEPINA**

Head of Accounting Department  
Founder of Inform-Systems Group

A high-skilled specialist in taxation and accounting, organizes financial planning and economic activities of the Group's enterprises. He successfully manages the financial department by organizing accounting according to Russian standards.

**Personal qualities:** has an analytical mind, high efficiency, scrupulousness.

**Skills:** conducting internal audit of the company, making calculations, opening bank accounts, knowledge of legislation on accounting, labor legislation, taxation, MS Office, 1C: Accounting, PC Bank-client.

**Hobbies:** cinema and travel.

# Contacts



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