

Qmatic + PassCheck =
A GREAT FUTURE!



Qmatic is the world leader in Customer Flow Management. PassCheck is the market leader product in automated people counting systems.

Qmatic acquires PassCheck.

As the world's leader in Customer Flow Management Qmatic are proud to offer PassCheck as part of our global solution.

A key addition and a great complement to the Qmatic offer.

We see people counting as an intelligent fit with our offer. The PassCheck systems are significant additions to the Qmatic portfolio and a great complement to our overall offer. In time we will be using our global marketing and product development skills to take the combined offer to new heights.

A friction-free transition and integration.

Our teams are making every endeavour to make the integration of the Actron products, and key Actron

staff, into the Qmatic organisation as smooth as possible. We are committed to delivering best ongoing support and service to all our existing and new clients and partners. The Qmatic global help desk will of course be able to increase the reach of support.

To learn more about Qmatic, who we are and what we offer, please take a look at the flipside of this page, or go to www.qmatic.com.

If you have any questions, please contact Sales Director Per-Olof Andersson on per.olof.andersson@qmatic.com

Qmatic – world leaders in CFM, Customer Flow Management.

Qmatic is all about valuing time and making waiting worthwhile. We do this by managing customer flows, from initial contact with the customer, to the final service delivery.

Go with the flow.

All companies dealing with large numbers of customers flowing through their business should consider CFM. That is if they are interested in increasing sales, productivity, and reducing costs.

CFM helps companies adopt a consumer-centric perspective and begins when a customer makes an appointment for a visit or enters a shop, bank, hospital or a public sector service centre. It stresses the importance of planning and monitoring the customer's entire visit, also capturing data and information at each point of contact with a member of staff or self-service point.

Furthermore it can link all the service points together, helping managers understand the dynamics of the customer's visit and ultimately their experience. In short, CFM can link the vast amount of customer information in CRM databases to the real-time activities targeting and influencing the customers present on the service provider's premises.

And it works.

The benefits of CFM are significant. In the short term sales and productivity can increase up to 30% and costs decrease up to 30%. CFM also increases customer and staff satisfaction. It creates a relaxed

atmosphere with a controlled and fair waiting process. It also generates data and insights to drive ongoing business improvements with a long term perspective.

The most overwhelming proof that CFM works is the empirical evidence from the retailers, banks, hospitals and public service centres that have already applied CFM with successful result.

A wide range of solutions.

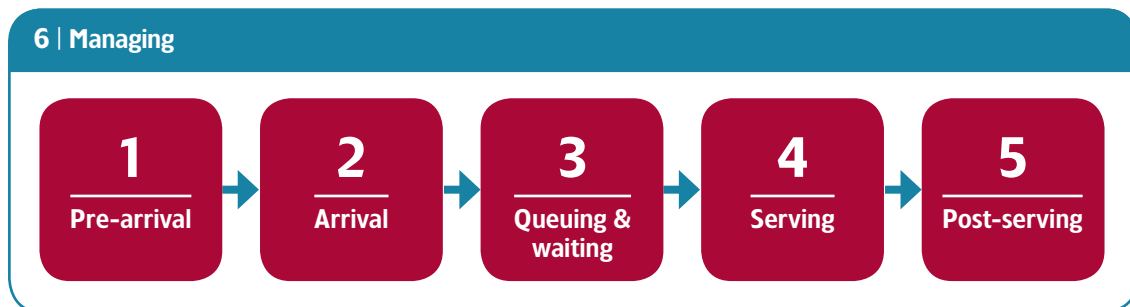
Our CFM solutions range from small single branch site systems to a wide network of centrally connected branches. And from single service to multiple services; from linear queuing to virtual queuing. From before customers enter your branch to well after they have received their desired service.

2,000,000,000 customers each year.

Qmatic invented CFM – with the result that every year more than 2 billion customers pass through our systems. Qmatic is active in 115 countries with 51,000 installations worldwide in banks, retail outlets, healthcare institutions, and the travel, leisure and public sectors.

Feel free to contact us regarding any questions or further information. All contacts can be found at www.qmatic.com

Our Customer Flow Management methodology



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