

A Latvian smart queue management system for shops, banks, hospitals (etc.) and for logistics & manufacturing industries is looking for local representative partners.

Summary

Profile type	Company's country	POD reference
Business Offer	Latvia	BOLV20220721001
Profile status	Type of partnership	Targeted countries
PUBLISHED	Commercial agreement	• World
Contact Person	Term of validity	Last update
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General Information

Short summary

Latvian company provides a smart queue management solution that helps to manage queues of people, trucks and freights. It is used by agricultural, petrochemical and logistics companies as well as banks, hospitals, post offices, medical testing laboratories and government agencies. The company is looking for a Commercial Representation / Distribution Agreement with companies that can contribute to this objective.

Full description

Adaptable and easy scalable cloud customer flow management system with integrated booking, digital signage, self-service kiosks, centralized statistics and mobile app.

The user interface of the system is intuitive and simple, which makes personnel training possible within minutes.

The system allows the end users to take a ticket using several methods: traditional paper ticket dispenser, via a smartphone application, SMS, web-booking in advance etc.

Clients also receive information about approximate time they would be served, as well as how many people are there in the queue in front of them.

The system also works for queue of freights:

- Manages freight movement before, on and after arrival at logistics premises
- Manages document turnover and creates photo-proof
- Works with external and internal logistics

Advantages and innovations

Physical queue management – organizes queues by assigning a service number to a customer.

- Customizable tickets – print your logo, QR code, promotion or a sudoku
- Online booking – Further decreases physical queues and allows your customer to book suitable time
- SMS notifications – If the wait time is too long, you can let customer to enter their phone number and freely roam around the shop while waiting for their turn
- Mobile app – Reduces physical queues and makes finding you simple. Shows nearest branch of your business and allows to see queue length, book service remotely and skip a place in a queue.
- Real time statistics (service time; client waiting time; serviced clients count; operator idle time; break time; other work time; client hold time) allows to identify areas in need of improvement and save costs.
- Centrally managed Digital Signage – show content to customers while they are waiting to be serviced.
- Licensing is simple and transparent, 1 address and as much operators you want can use the license.
- Cost per ticket is up to 15 times cheaper than with other providers. You can paper from a shop, not proprietary.
- Interface customization - brand the system to your needs: colors, logos, fonts, signage
- Cloud - reduces hardware and administration costs, system is always up to date.
- We listen to our customers – and constantly add new features.

For logistics and manufacturing industry:

- Simpler processes execution
- Throughput increase
- Less line reorganizing times
- Faster freight processing speed
- Geofence queue sign up frees up space at the customer's parking lot

Stage of development

Already on the market

IPR Status

No IPR applied

Sustainable Development goals

• **Not relevant**

Partner Sought

Expected role of the partner

Looking for local representative partner that will provide sales and local customer and technical support.

We're expecting the partner to have:

- Existing wide network of customers and partners in the target industry (banking, retail stores, hospitals, testing laboratories, logistics and manufacturing etc.).
- Already is selling several products / services or is actively looking to diversify
- Existing sales and technical personnel
- Good to have: wide geographical area coverage within the country for fast on-site technical support

Good partners will make:

- System integrators
- Service providers for logistic companies e.g.:

- o Video surveillance solution providers
- o Warehouse management solution providers
- o Other solutions providers for logistic industry
- POS suppliers and integrators
- Services providers for HoReCa
- Services providers for banks

Type of partnership

Commercial agreement

Type and size of the partner

• **SME 11-49**

Dissemination

Technology keywords

• **01003008 - Data Processing / Data Interchange, Middleware**

Market keywords

- **05007005 - Hospital and other institutional management**
- **08002007 - Other industrial automation**
- **08002003 - Process control equipment and systems**
- **09001007 - Other transportation**
- **07002005 - Other retailing**

Targeted countries

• **World**

Sector groups involved

- **Healthcare**
- **Retail**

Media

Images



[Digital signage](#)

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[Mobile application](#)

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[Queue management kiosk](#)

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