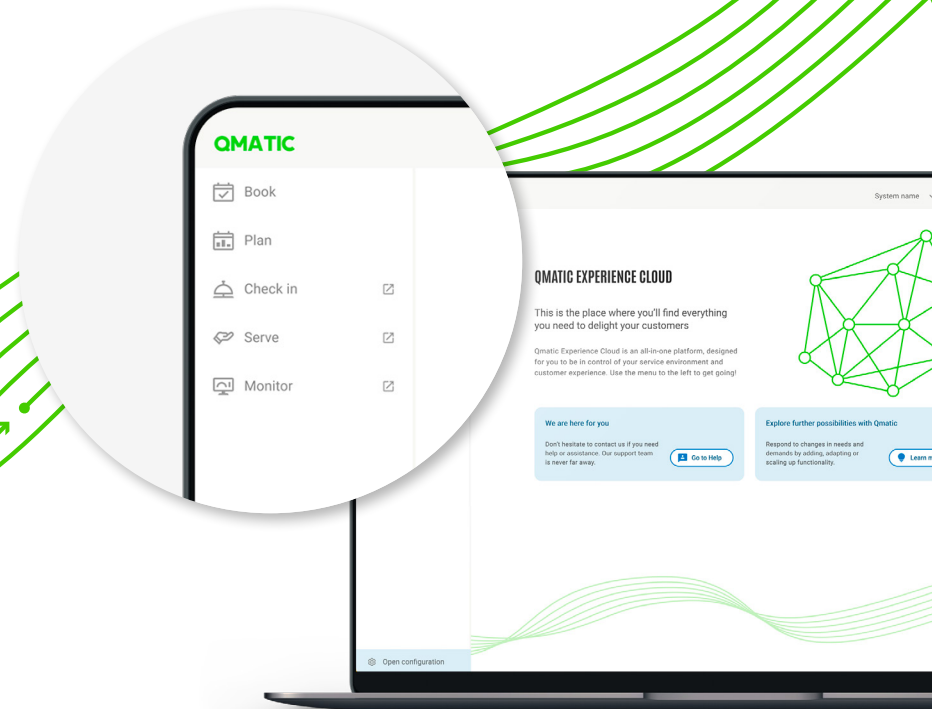


QMATIC EXPERIENCE CLOUD



Great experiences on demand

Are you looking for a smooth visit and a great experience for your customers? How about a better place to work with more flexibility? Or a more effortlessly scalable, cost-efficient and profitable operation? You can have it all with Qmatic Experience Cloud.

The platform to build and operate your ideal solution



Visit Management

Make the most of different queue management, virtual queuing, customer feedback, staff applications, digital signage and virtual meeting functionality to be in full control of your customer and employee experience. As well as the efficiency of your operation.



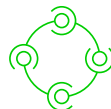
Reporting & Analytics

Generate comprehensive, up-to-date insights you need to make better data-driven business decisions that optimize operations and delight customers at every touchpoint. And with real-time dashboards, you get an immediate view of useful, actionable information about how well your operations are working.



Appointment Management

Make it easy for people to connect to your services by scheduling appointments online or by phone, distributing the workload evenly throughout the workday, and creating a better balance between walk-ins and appointments.



Integrations

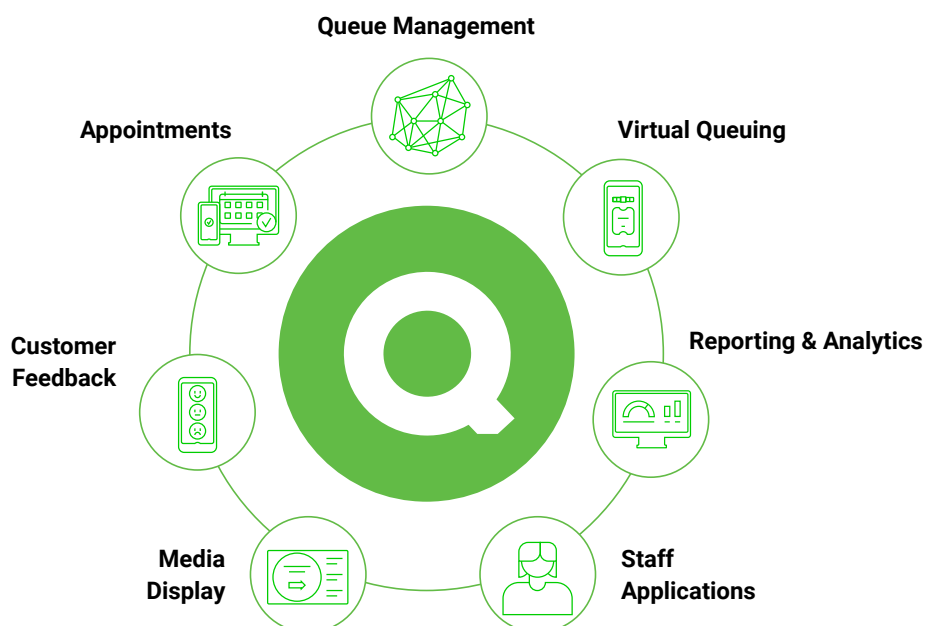
Integrate with the solutions you use on a daily basis. Standardized APIs make it straightforward to synchronize with third-party tools, such as WFM, CRM and BI software.



Mobile Solutions

Let customers wait from anywhere using a mobile device, monitoring their progress in real time and receiving notifications when it's their turn to be served.

Everything you need, on demand



Only pay for the customers you have

Qmatic Experience Cloud uses a subscription model. But what's special is you pay for how many customers you serve each month – making it suitable for smaller operations as well as larger and growing operations. Now you can budget for each great customer experience, each empowering staff engagement and each smoothly efficient interaction. And you can see where and how to get the most value.

Add value per customer per month

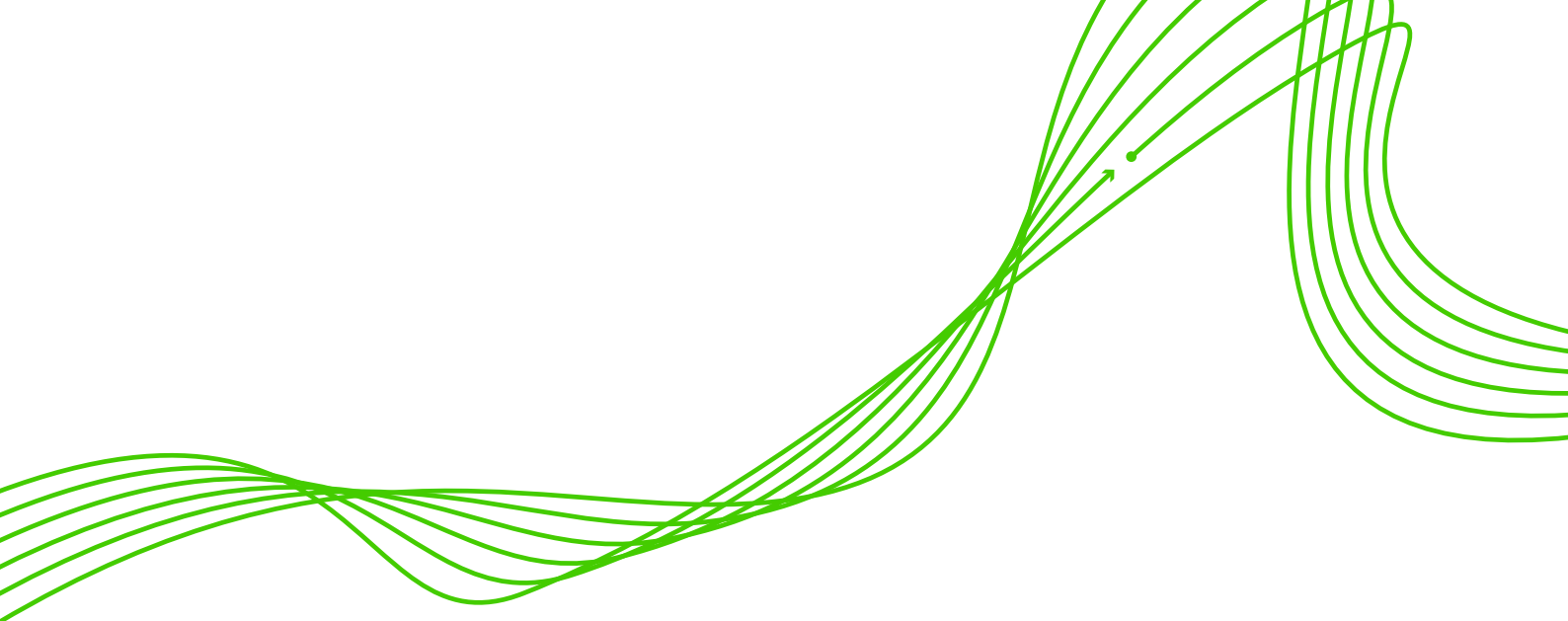
Based on the customers you have, the subscription model lets you budget for the customer value you want. Pay for the amount of customer visits you have each month along with additional options like mobile tickets, digital signage messaging, customer feedback etc. And scale up only when the number of customer visits and their overall value increase.

Flexible, scalable and future-proof

You're also free to choose the functionality you need and respond to sudden changes and new demands. Add and adapt functionality or scale up – just choose what you want, when you want, and leave the setup, hosting and maintenance of your solution to us.

Fast ROI, low TCO

Compared to an on-premise installation, the Qmatic Experience Cloud is automatically set up, hosted and maintained. Which means a lower start-up cost, lower Total Cost of Ownership and easy assurance that your solution is always up to date.



Security you can trust

Qmatic solutions enable millions of customer journeys every day. We do this by offering enterprise-grade functionality and without compromising requirements like stability, performance and security.



Security and compliance

Qmatic Experience Cloud is always current and aligned with the latest security and compliance requirements over time in a scalable fashion. And to reduce security risks, the platform is automatically upgraded and updated so you always run the latest version.



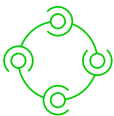
Continuous delivery

With weekly or daily software updates we ensure that you are always running on the latest version without operational disruption.



Proactive monitoring and support

The Qmatic Experience Cloud ensures proactive monitoring and problem mitigation, providing self-diagnostics and recommendations automatically as well as triggering appropriate alarms and more.



Innovation and optimization

With Qmatic Experience Cloud you can take advantage of easy access to the latest capabilities and features as they become available.

Keep your feet on the ground. And reach for the clouds

There are clear advantages and added value for many organizations to using a cloud-based, Software-as-a-Solution (SaaS), all-in-one platform:

WHY QMATIC EXPERIENCE CLOUD

- ✓ Only pay for the customers you have and serve
- ✓ Always have the functionality you need
- ✓ Flexible, scalable and future-proof investment
- ✓ Setup, hosting and maintenance via Qmatic (AWS)

COMPARED TO ON-PREM SOLUTION:

- ✓ Quicker to go live
- ✓ Faster ROI
- ✓ Lower TCO
- ✓ Less hassle for IT
- ✓ Always up-to-date



65,000+
customers



120+
countries



2 billion+
customer journeys per year

Trusted by thousands of organizations all over the world to deliver more than 2 billion customer journeys annually.

QMATIC

Contact us info@qmatic.com
See qmatic.com for more details
and a sales representative near you

Qmatic is a global leader in reshaping connections between people and services for truly excellent customer experiences. Working seamlessly with partners all over the world, we provide over 2 billion customer journeys every year, on more than 65,000 systems, in over 120 countries and across several sectors such as finance, healthcare, retail and public services. Creating a world where everyone can access the services they need.

Corporate headquarters are situated in Mölndal, Sweden with Qmatic sales and service offices in Atlanta, Bocholt, Dubai, Paris, Milton Keynes, Katwijk, Madrid, Rome and Zaventem. Through smart and future-forward technology, we help our clients create truly excellent customer and employee experiences as well as smoother, more efficient operations – every day and all around the world.

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