

LOW-CONTACT ORDERING SYSTEM!

RATIOTEC **CONNECT**

SMART IOT-INFRASTRUCTURE FOR GASTRONOMY



Become customer obsessed; increase your frequency and sales volume! Allocate your staff more efficiently!

What is ratiotec CONNECT?

ratiotec CONNECT is a smart, wireless Internet-of-Things infrastructure that - tailored to your individual needs - makes almost every order and process more efficient.

This is how you increase focus on your customers; hence frequency and turnover from day one with lower costs of service staff.

That sounds too good to be true; especially in your restaurant? It is true and this is how it works:

With our CONNECT IDs (= interaction devices) on your tables, your guests can place an order via the touch of a button or request cash/EC card payment at any time.

The information will be transmitted to your CONNECT Box via our wireless infrastructure. An overview of all calls is displayed for you in our interface.

Example of use: Placing an order

Components required:

- CONNECT Box
- Repeater
- CONNECT ID



Control/access to the CONNECT Box possible via the internet



The repeaters route the call to the CONNECT Box (even over long distances)



The service call including the table number appears in the overview of the CONNECT interface and thus reaches your waiters.

Forwarding of the service call in the CONNECT network

Your guest would like to order. He or she presses the service button of the ID.



No.	Service	Waiting time	Table No.	Area	Call	Delete
	Service	00:01:39 ●	table 3	restaurant		⊗
	EC card payment	00:01:09 ●	table 11	terrace		⊗
	Service	00:01:09 ●	table 4	restaurant		⊗
	Cash payment	00:00:39 ●	table 6	restaurant		⊗
	EC card payment	00:00:39 ●	table 2	restaurant		⊗
	Service	00:00:09 ●	table 5	restaurant		⊗
204	Food	00:02:39 ●	table 7	restaurant	Call	⊗
205	Food	00:02:09 ●	table 8	restaurant	Call	⊗
201	Food	00:00:49 ●	table 12	terrace	Call	⊗
203	Food	00:00:39 ●	table 9	terrace	Call	⊗

You can use this interface on your cash register PC or alternatively on a separate tablet or even smartphone*. In any case, your waiters are immediately informed about new orders (waiting time included). The actual order is taken as usual by your waiters at the table assigned to the ID. If a guest wants to pay electronically, the waiter can directly go to the table with an EC card reader and thus save valuable time. The digitalisation of your processes increases targeted operation, which reduces contact and consequently the risk of infection.

Immediately positive cash flow thanks to leasing model!

Every investment needs to be carefully considered, especially in difficult times. That is why we offer you to lease ratiotec CONNECT - depending on the system size - as off 200 to 400 euros per month (all costs included).

In addition, our intelligent pagers can help you to optimize the serving of food. With our app you can easily assign a pager to each order and issue it to your guest. Via an automatic coupling-process your guest's pager will be "married" with the ID at the table of his choice and your waiters will know immediately where to place the order. Alternatively, our pagers can be used in the traditional way, i.e. handed out to the guests to call them for pick up as soon as

their order is ready for collection. Thanks to our innovative technology there are no problems with data loss, range (unlimited) or battery life (up to 1 year).



The variants:

1. CONNECT ID = Service Calls
2. CONNECT Pager = Pick up call for orders
3. CONNECT ID + CONNECT Pager = Service Calls + Table Tracking

Overview hardware

CONNECT Box

The heart of our system that acts like a router and processes the data that is forwarded via our repeater network. The CONNECT Box has an integrated repeater and uses it to establish the main network.

CONNECT Repeater

The information is forwarded within the network via our repeaters. The number of repeaters required depends on the size of the area where you want to use CONNECT.

We offer two options:

1. CONNECT Plug Repeater

The Plug Repeater is simply plugged into the socket and is not only used to expand your CONNECT network, but also to switch a device on/off as required.

2. CONNECT Repeater

Alternatively, you can use our Repeater, which is attached to the building's power supply, on the ceiling/wall for permanent installation. It is the ideal solution for rooms without sockets or large halls where the sockets are very far apart.

CONNECT ID

Our interaction device with capacitive touch buttons and integrated anti-theft security. 2 in 1 product: The ID can be used to send service calls to your employees as well as - in combination with our pagers - to realize reliable table tracking. Thanks to the very low energy consumption, long battery run-times are reached. On request we would be happy to design customized IDs for you.

CONNECT Pager

Our robust pagers can be used in the classic way for picking up orders (optical & acoustic signal, vibration). But they can do much more: In combination with our CONNECT IDs our intelligent pagers are not only assigned to orders, but show you as well at which table the guest is sitting. Pagers that are not currently in use just stack on top of each other, which will automatically load them. Available in a set of 10 including base and silicone protective covers.



Software and add-ons

The best comes last; we continuously develop ratiotec CONNECT further for you. Besides the core functions of table tracking and service calls, we offer you already today many different useful applications in a modular system - all based on the same IoT-infrastructure.

Here are some examples:

Monitoring of sanitary facilities

Give your guests a voice and make it possible to provide immediate feedback on the cleanliness of your restrooms and be able to react just in time - thanks to our real time monitoring system.

Cold store and temperature monitoring

We offer you to display the temperature in your cold store, fridge or freezer as an additional piece of information at any time in our CONNECT interface. Moreover, you can freely define escalation routines, so that you'll be informed via text message or e-mail on your smartphone as soon as a defined temperature is exceeded or falls below. By the way, **escalation routines** can be designed for many further CONNECT applications, too.

E-paper screens as advertising media

You can make use of many different-sized e-paper screens in order to flexibly display the advertising messages you want to transmit to your customers; i.e. during "happy hours", displayed at the table or entrance.

In general, ratiotec CONNECT is a very flexible system which you (with and without our help) can customize according to your own individual needs. Furthermore, we can customize not only our IDs, but also our entire software interface for you. An integration to all existing gastronomy POS systems is realizable without big effort.



Gastronomy



Restroom



Temperature Control

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