RATIOTEC **CONNECT**

RETAIL

SERVICE ON DEMAND, FEEDBACK SYSTEM, CUSTOMER
FREQUENCY MEASUREMENT, TEAM COMMUNICATION

WERE YOU **SATISFIED**?

SERVICE

PRESS HERE

Store
Communication

Satisfaction

People
Counting

... and many
more apps

What is ratiotec CONNECT?

ratiotec CONNECT is a **wireless** infrastructure based on **Bluetooth Mesh**. Tailored to your individual needs, it offers varied and combinable application options for the food retail industry.

One system - numerous applications
And no tedious installation work! You set up just one system which you can configure and expand depending on your individual application requirements. Simply activate the relevant app in the CONNECT Interface, add the required hardware to the network via smartphone and you are ready to go!

Store Communication

Real time service on demand – Making requests via CONNECT ID
Simply press one of the touch buttons of the CONNECT ID and your employees will immediately be informed via mobile radio where their help is needed.

Examples where you can use our IDs:
- **Customer IDs** - request for advice, request to unlock goods (e.g. liquors), help with product search, further services
- **Supplier IDs** - as a ringbell placed at the delivery gate
- **Staff IDs** - at the cash register to call a colleague for change, to open another cash register or to ask for help with reversals

With or without mobile radios
Thanks to internally used staff IDs, not all employees need to wear mobile radios to communicate with their team members. They can simply inform the radio equipped colleagues via ID button when they need help.

The mobile radios which are integrated into the system can also be used by employees to directly communicate with each other, independent from the IDs.

Example of a Staff ID at the cash register:
You can individually define the assignment and number of buttons (maximum 6).

Our portfolio already includes a wide range of CONNECT IDs for various applications.
Your desired scenario is not included? Would you like an ID with your own text and design? No problem! We are happy to create customized IDs for you.

Example

Customer service

A CONNECT ID is attached to the locked liquor cabinet

A customer activates the ID via touch button

Info to staff via radio, e.g. „Unlock liquor cabinet"
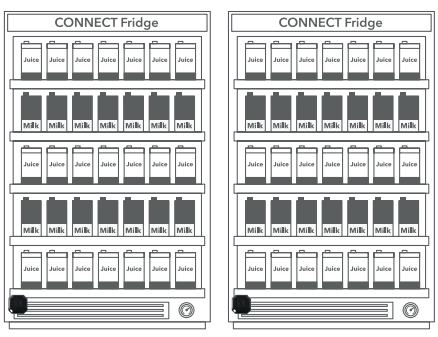
Problem detection via sensor technology

Detect problems with the help of our CONNECT sensors and solve them before your customers notice.

The use of sensors optimises your processes in many different areas, e.g.:

- Temperature sensors report when critical values are reached (e.g. due to a refrigerator door left open)
- Contact sensors inform you as soon as doors (e.g. of storage rooms) remain open for a longer period of time than the one you predefined
- Infrared sensors detect when the conveyor of your reverse vending machine approaches its maximum capacity and must be emptied soon

Example

Temperature sensors cooling system

A CONNECT temperature sensor is attached to the cooling system

Sensor measures the temperature

Info to staff via radio, e.g. „Temperature drop cooling 2"

Satisfaction

Give your customers a voice!

Are they satisfied with the customer service, product selection, cleanliness? In which areas is room for improvement? With CONNECT, you evaluate the shopping experience in real time and directly on site.

Define escalation routines

Receive a notification when a self-defined number of poor evaluations is reached and use this opportunity to directly address and solve the reported issues, e.g. in the area of sanitary facilities or the quality of the fruit offer.
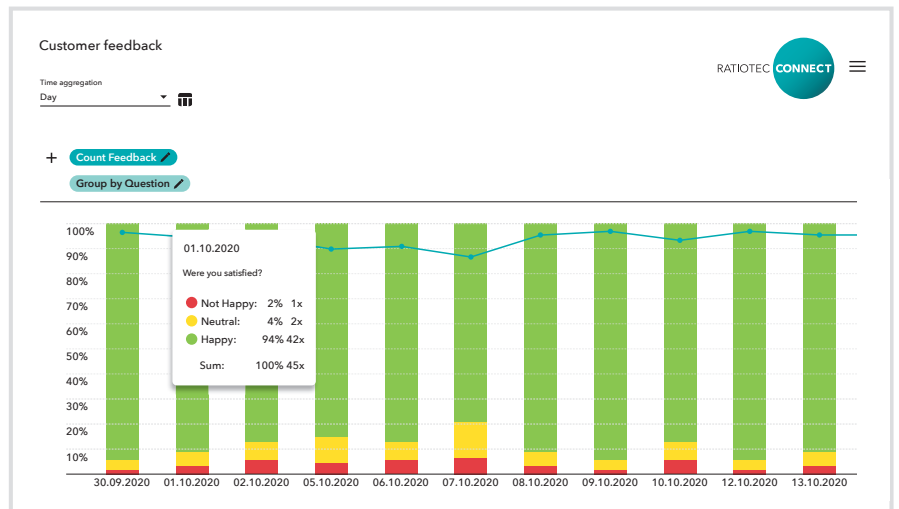
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Reporting

By recording and evaluating the data, our real-time reporting gives you a comprehensive insight of your store performance. With CONNECT you also have the possibility to directly compare several locations with each other.

Identify weaknesses, test measures and turn feedback into measurable improvements in customer satisfaction!

If you use the Satisfaction App with our People Counting (see below), you can see the collected data in relation to each other and use it even more efficiently.

Customer feedback

Time aggregation
Day

+ Count Feedback
Group by Question

01.10.2020
Were you satisfied?

Not Happy: 2% 1x
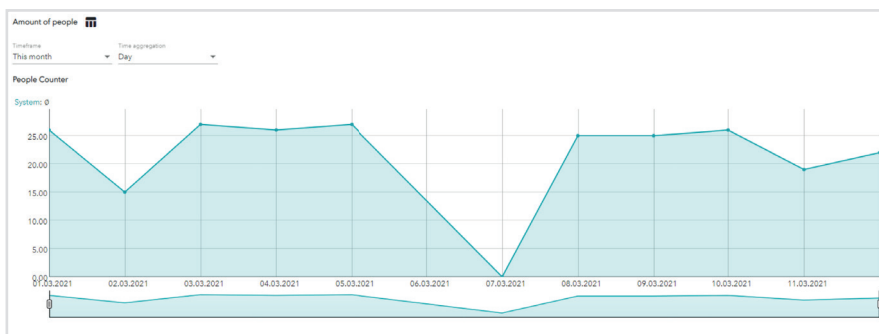Neutral: 4% 2x
Happy: 94% 42x

Sum: 100% 45x

People Counting

How many visitors become your customers?

With our CONNECT People Counting App, you receive accurate figures on visitor traffic within your store. The People Counters reliably count in real time how many people enter your store. Of course, you can determine how many people visit specific departments or floors. With the help of the data, you can determine your Conversion Rate and identify optimisation potentials.

Optimise staff planning and test marketing measures

Our People Counting App helps you optimise staff planning and determines whether and to what extent your marketing measures have an impact on visitor frequency.

Amount of people

Timeframe
This month

Time aggregation
Day

People Counter

System 0

Turning visitors into customers

The collected data from our CONNECT People Counters allow you to make informed decisions which ultimately lead to an increase in your turnover.

Well structured reporting

In the CONNECT Interface you can filter the visitor numbers by time, days or weeks and also compare branches with each other.

Hardware

CONNECT ID
The flexible interface with touch buttons. Whether for service calls or customer feedback - choose an ID from our extensive portfolio or let us design a customized ID according to your wishes.

CONNECT Plug Repeater
Simply plug it into a socket to set up/ expand your CONNECT network and to switch a device on/off, if required.

CONNECT Repeater
Alternative to the Plug Repeater. Attach it to the ceiling/wall for permanent installation into the building´s power supply network. It is the ideal solution for rooms with no sockets or in which the sockets are very far apart. Also available as a battery-operated version.

CONNECT Box
The heart of our system that acts like a router, processes the data that is forwarded through the network and controls the individual hardware components.

Kenwood handheld radios
With Kenwood, we have a strong partner at our side whose professional radios can be integrated into the CONNECT network in no time.

CONNECT is also **compatible with many other mobile radios**. Please contact us!

CONNECT ID Stand
You can either place the CONNECT ID on a surface, attach it to the wall or use our practical ID stand.

Also available with DIN-A4 attachment, so that you can change your feedback questions and tailor them to individual requirements.

CONNECT People Counter
Automatically counts how many people enter/leave the store. They can be easily installed at the entrance and are wireless, powered with batteries.

CONNECT Infrastructure Advantages

Private, enclosed network
Our CONNECT Box processes all data securely (128 bit encryption), invisible to third parties and directly on site.

A server or internet connection is not required!

Very long battery runtimes
Long runtimes of all components thanks to Bluetooth Low Energy and Mesh Technology.

Flexible modular system without software installation
Set up just one system, configure it according to your application requirements and easily expand it.

Expand your CONNECT system
We are continuously developing ratiotec CONNECT for our customers. Besides the applications mentioned here, we offer many more which can be used with the same infrastructure, e.g. Cold Chain Monitoring, Access Control, Power Consumption Monitoring (coming soon).
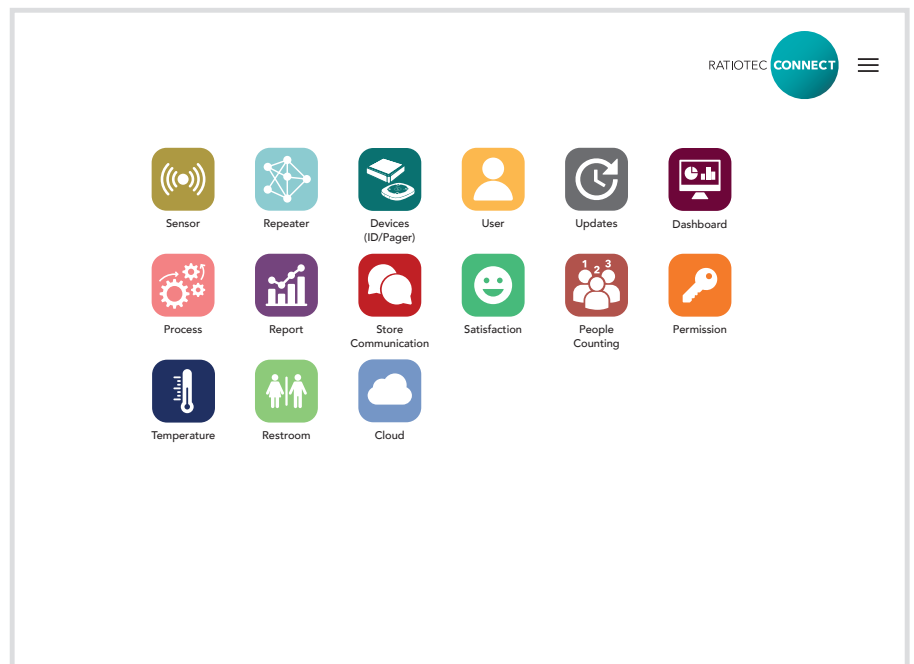
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Sensor	Repeater	Devices (ID/Pager)	User	Updates	Dashboard
Process	Report	Store Communication	Satisfaction	People Counting	Permission
Temperature	Restroom	Cloud			

Temperature

Power Meter

Permission

You are interested and want to know more about ratiotec CONNECT?
Contact us - we will be happy to assist you!