

Service Delivery Intelligence



Install 2016 Winner of the Entertainment Product for Innovation, the Tio - Service Delivery Intelligence from Vega Europe allows guests to seamlessly order beverages via an iPad before or during their meeting, allowing meetings to run smoother with fewer interruptions.

Developed in partnership with a leading Private Bank and Wealth Management Company in London, the system was developed to save time and increase efficiency. The solution eliminates the need for a catering representative to visit a meeting room at the start of a meeting and write down requests for each guest. It eliminates errors made when taking orders and speeds up the delivery process, as orders are delivered directly to the kitchen.

How does the Tio system work?

Each meeting or conference room is fitted with an iPad mini. This familiar and intuitive interface displays menu options for drinks, snacks and other refreshments. The meeting room guests simply enter their choice of beverage and add their preferences. Once all the attendees have entered their requirements, they touch 'Confirm'. The order is sent directly to an administrator touch screen panel situated in the kitchen. The kitchen team are notified by an audible and visible alert, that a new order has arrived and the kitchen staff immediately send an acknowledgement directly back to the meeting room. The display in the kitchen area shows any orders waiting from the serviced rooms throughout the building. The order can then be delivered within a set period agreed by the management team.

Reporting

Tio can record all relevant statistics required for reporting. Amongst other data, this will include the time it takes to acknowledge an order and the time to deliver an order. This allows the catering managers to measure and track their teams' performance against predetermined targets. It will also highlight any potential problems.

Adding value to the system

Tio can also include additional functionality tailored to a specific requirement. For example, a notification to the kitchen staff that the meeting has finished, so cups and plates can be cleared ready for the next meeting. It can also accommodate requests beyond catering requirements, for example notifying the facilities department that AV support is required for the equipment in the meeting room.

Tio system summary

- Eliminates the need for catering staff to individually visit meeting rooms
- Removes the manual ordering process
- Reduces errors
- Speeds up refreshment delivery
- Meetings are only interrupted once
- Tailored reports measure catering performance
- Reduces the waste and costs associated with providing large tea and coffee dispensers in meeting rooms.



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Entertainment Product for
Innovation



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About Vega Europe

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At the outset, Vega provide free consultancy and advice with recommendations to enable you to select the most appropriate solutions and strategy for your business. This will ensure your staff communicate, meet and present information efficiently and ultimately save your organisation time and costs.



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