

TOSHIBA



TCx™ Elevate

Quick Service Application

The TCx™ Elevate Quick Service Application allows shoppers to conveniently place orders on a self-service kiosk. This allows shoppers to conveniently place orders on a self-service kiosk using a light web-based interface while the application provides back-end fulfillment scenarios for the retailer, resulting in a total solution for Quick Service.

Being fast at the point of sale is an important part of efficiently meeting the needs of customers. Time is precious, and everything needs to be faster. Lines need to move, and people expect to complete their transactions in a timely manner. Studies have shown that when people dwell more, they tend to engage and select more; which leads to a boost in basket size of 5-6 percent. As a result, self-service can be a key element in upgrading your in-store experience. With the TCx Elevate Quick Service App long lines become a distant memory while staff are able to better focus on the customer experience, resulting in the opportunity for add on sales and increased revenue – all with one easily implemented and lightweight, solution.

TCx ELEVATE QUICK SERVICE



Retailers

Sets up new opportunities to connect with customers and drive incremental sales.



Associates

Frees up staff to focus on quality and impeccable service.



Customers

Empowers customers and provides a more valuable, more personalized customer experience.

A Component Of Choice

Numerous industries, including retail, are starting to leverage the many advantages of quick service solutions. The benefits of these solutions are not limited to one specific vertical but can be leveraged by businesses and organizations in nearly any industry.

From “ordering at the kiosk, pay up front” like a food service area for a warehouse club store, or at your grocery deli section, to “grab-n-go”, to “order and pay at kiosk, pick up from the loading dock”, the TCx Elevate Quick Service App supports many unique business needs.

Powerfully Simple

The TCx Elevate Quick Service App has an easy-to-use interface, so you can reduce training time, limit errors, and improve your operations quickly and easily. As an example, orders can be seamlessly channeled from kitchen to work station, or from a self-service kiosk to the deli, making lighter work for staff. No longer are printed orders stuck on a board with staff trying to ensure an order is late, wrong or forgotten.

Workers can focus on making human connections – adding the personal touches that keep customers invested in your retail organization and coming back for more.

Turn short wait times into long time customers

Customers need to be engaged quickly and attentively. With a quick service app, customers will know that when it’s time for them to check out or pay for their meal that the experience will be fast, easy, and without complications.

A quick service app can also provide an opportunity to transition back-of-the-house positions to more customer service roles such as associates, concierges and table service where they are able to be truly engaged with guests and enhance their experience so they may be more likely to return and become a loyal customer.

TCx Elevate Ecosystem Program

TCx Elevate Ecosystem includes applications developed by Toshiba, certified third-party retail software developers, and TCx Elevate software partners.

Toshiba OS clients have the capability of extending the value of their investments by adding the TCx Elevate family of applications, which allows for the introduction of new capabilities more quickly to meet the need in today’s dynamic, fast-paced retail environment.

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