

PLS INFRASTRUCTURE

CUSTOMER EXPERIENCE WITH PLS

PLS SERVICES

PYRAMID Paging & Locating System



The heart of the PLS infrastructure is the hub. It receives data from the antennas and processes them using the most advanced algorithms. The hub provides a JSON API for seamless integration into your point-of-sale or point-of-service system.

Web applications developed by Pyramid (*Monitoring and Accessible UI*) offer extensive remote maintenance and remote control functions for the hub, dispensers and pucks as well as UIs for staff to localize the pucks.

The compact and lightweight antennas are mounted on ceilings and walls. Their discreet design blends unobtrusively into any environment. The pucks and the hub exchange paging and localization data via the antennas.

Pager pucks are issued to guests, customers, patients or visitors for paging or localization. Our PLS pucks use Bluetooth Low Energy technology (BLE) and therefore stand out for long operating cycles.



Conceptualization

You require paging in an order pick-up, waiting or ordering area? Indoors or outdoors? Across one floor or several? Would you like the paging pucks to be handed out by staff or by a dispenser? Do you need localization accuracy in the one-to-two foot range? Our experts will analyze your requirements, provide you with comprehensive advice and suggest the most efficient solution for your use case.

Implementation

We will coordinate the on-site installation for you and liaise with your partners in electronic installations and software integration. We will measure out your paging or localization solution on site, calibrate it and also provide support during the pilot phase. Naturally, we will also configure the software user interface according to your requirements.

Service & Support

Our internal technical customer service is made up of experienced specialists who are available to you by e-mail, telephone and via our Pyramid helpdesk portal. They ensure that every request is processed within two hours of receipt. Our e-mail and telephone support is unlimited, i.e., our support team will continue to look after you even after the end of the warranty period.

Customization

A uniform brand image is important for your company. The flexible design concept of all PLS components (kiosk, pucks and hub) can realize any of your branding and/or corporate design requirements.



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AUTOMATE WITH PYRAMID PLS

The precise, flexible and intelligent paging and real-time localization solution for your use case: **PLS**

Waiting can't always be avoided, but queuing can! Our paging and localization solution **PLS** provides guests, customers, patients or visitors with a modern and convenient service experience. It also automates processes in restaurants, stores, healthcare facilities and government offices.

Do you manage a quick service or fast casual restaurant and want to notify guests that their order is ready at the counter? Or are you a retailer and want localize your customers on the sales floor?

With **PLS**, we have created a holistic concept that combines reliable performance, user-friendliness and high flexibility in terms of configuration as well as integration into existing self-service infrastructures. A key element of the **PLS** is a BLE tag in the form of a puck that is handed out to guests, customers, patients or visitors. The small disk, which contains a lot of technology, is used for notification or localization.

We developed the **PAGING** and **LOCALIZATION** packages for a variety of use cases in all sectors that require solutions for wait management and localization in real time.

Would you like to know how the packages work, which one is right for you, and what benefits they can offer you?

Then read on!

PLS PAGING



You want to inform your guests, customers or patients that it's their turn? Then **PLS PAGING** is just right for you!

With **PAGING**, waiting in line for your food order, a consultation or an examination is a thing of the past. **PAGING** gives everyone the opportunity to spend their waiting time as they wish: a detour to the restaurant patio, a foray into the fashion department, or a walk to the water dispenser at the other end of the hospital corridor.

The freedom of movement that **PAGING** brings is an advantage for all sectors. It reduces the perceived waiting time for guests, customers and patients and improves the efficiency of communication. **PAGING** brings your wait line management up to date.

Highlights - PAGING

- Bluetooth Low Energy Technologie (BLE)
- Automated paging
- Acoustic, visual & haptic signal via pager
- Expandable to LOCALIZATION

PLS LOCALIZATION



You need to not only page, but also determine the exact location of your guests, customers or patients and guide your staff to them with pinpoint accuracy?

PLS LOCALIZATION tracks a person in real time using the puck. Every change of position is registered immediately. This way, a server can find a guest even if they have moved from the indoor area to the outdoor area of your restaurant. A sales assistant can go directly to the customer who is waiting for advice in a virtual queue while exploring the sales floor.

LOCALIZATION contains all the functions of **PAGING**. If you opt for **LOCALIZATION**, you open up maximum flexibility. Wait management or localization - both are possible.

Highlights - LOCALIZATION

- High-precision real-time localization (6" to 10")
- Immediate recording of position changes
- **LOCALIZATION** contains **PAGING**

AUTOMATED PUCK DISPENSING



Automate your point-of-sale or point-of-service infrastructure even further!

With one or more kiosk terminals, you can record your customers' food orders, advice requests or service orders without staff contact. The terminal activates the puck and dispenses it via its internal dispenser.

The **POLYTOUCH® PASSPORT 32** is a prime example of a kiosk system that offers its operator a great deal of freedom of choice thanks to its sophisticated technical design:

Various form factors (single and dual display) and mounting options (stand and wall mount) as well as the small footprint guarantee maximum flexibility when positioning the terminal on the surface.

Highlights - POLYTOUCH® PASSPORT 32

- POS/POI system with integrated puck dispenser
- 32" full HD touch monitor for a clear UI
- Plenty of space for additional peripheral modules
- Tool-free installation

EXTERNAL PUCK DISPENSER



Do you already have a Pyramid kiosk terminal? Perhaps **POLYTOUCH® FLEX21.5** or **POLYTOUCH® SWIFT**? Our **external puck dispensers** are compatible with every **POLYTOUCH®** kiosk.

The slim and space-saving **external dispensers** can be mounted on virtually any wall or counter.

It consists of a dispensing unit and a cartridge that holds 20 or 40 pucks and can be changed during operation. Simply press the release button on the dispensing unit, remove the empty cartridge and insert a full cartridge. Your **PLS** will never run out of pucks, even at peak times.

Highlights - External Puck Dispenser

- Space-saving design
- Fits on almost any wall or counter
- Easy cartridge replacement
- Automatic dispensing and activation of pucks