Speed Queen
The Proven Performer in Laundry

SPEED QUEEN® INSIGHTS

Technology Suite

- Owner Dashboard

- Customer App

- Point of Sale (POS) System

- Customer Relationship
  Management (CRM)

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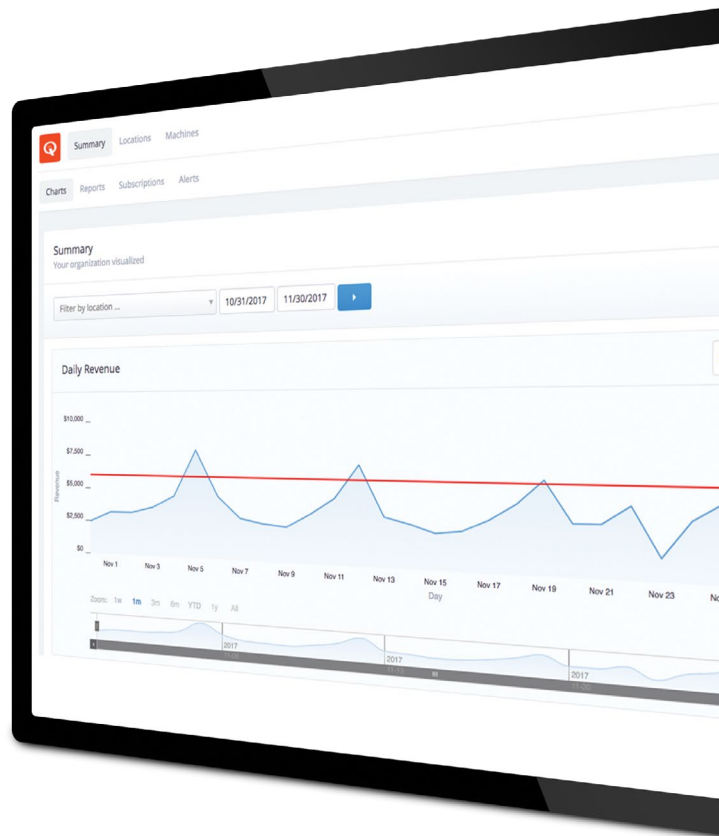
SPEED QUEEN® INSIGHTS

Grow Beyond

Business made easy with Speed Queen®

The Speed Queen® Insights Technology Suite changes the way you'll run your laundry business. Access all of your business data—financial, operational, customer, service, machine and maintenance—in a single 360-degree view, enabling you to make informed business decisions and grow beyond what you previously thought possible.

Use the consolidated reporting from Speed Queen Insights for meaningful data to help drive your business forward and grow your revenue. Offer the most seamless customer experience possible with the Speed Queen mobile payment app. Combine your wash dry fold and over-the-counter business with self-service through the Speed Queen Point of Sale System. Elevate your marketing to a whole new level with CRM technology.

It's the easiest, most comprehensive laundry management platform ever.

Speed Queen Insights is available in tiered packages that can be easily expanded as your business grows.

NETWORKING	PAYMENT	PAYMENT PLUS POS
INCLUDES	**INCLUDES**	**INCLUDES**
✓ Cloud-based revenue, reports, and alerts, plus remote machine monitoring, control and programming through the Owner Dashboard	✓ Cloud-based revenue, reports, and alerts, plus remote machine monitoring, control and programming through the Owner Dashboard	✓ Cloud-based revenue, reports, and alerts, plus remote machine monitoring, control and programming through the Owner Dashboard
✓ Payment through the Speed Queen app	✓ Payment through the Speed Queen app	✓ Payment through the Speed Queen app
✓ Optional Customer Relationship Management (CRM) marketing module	✓ Optional Customer Relationship Management (CRM) marketing module	✓ Optional Customer Relationship Management (CRM) marketing module
✓ Point of Sale (POS) System	✓ Point of Sale (POS) System	✓ Point of Sale (POS) System

Owner Dashboard

Running your business has never been simpler.

The Owner Dashboard is the core of the Speed Queen Insights platform and can be easily expanded as your business grows. Choose from the machine Networking option for core laundromat operations, add the Payment and CRM marketing solutions for a more convenient and engaging customer experience, or select the Payment Plus Point of Sale solution for complete business management.

Great for customers.
Even better for business.

The Owner Dashboard runs on a browser from your laptop or mobile device. Use Speed Queen Insights to access key information remotely.

Multiple payment options
Less coin collecting saves time and hassle, letting you focus on running your business.

Centralized refunds
Issue refunds directly to an online wallet for improved service and efficiency.

Advanced reporting and analytics
Track revenue, customer visits, loyalty points, stored value and more.

Integrated management platform
Streamline your business with machine, location and customer data in one place.

Error alert tracking and notifications
Keep tabs on your machines from anywhere with customizable error tracking and notifications.

Make better decisions with better data.

Speed Queen® Insights lets you run all of your laundromats from anywhere—all from a simple, intuitive website. Know which machines are busiest, and when. See how one store is doing compared to another. Adjust pricing and set goals to maximize profits.
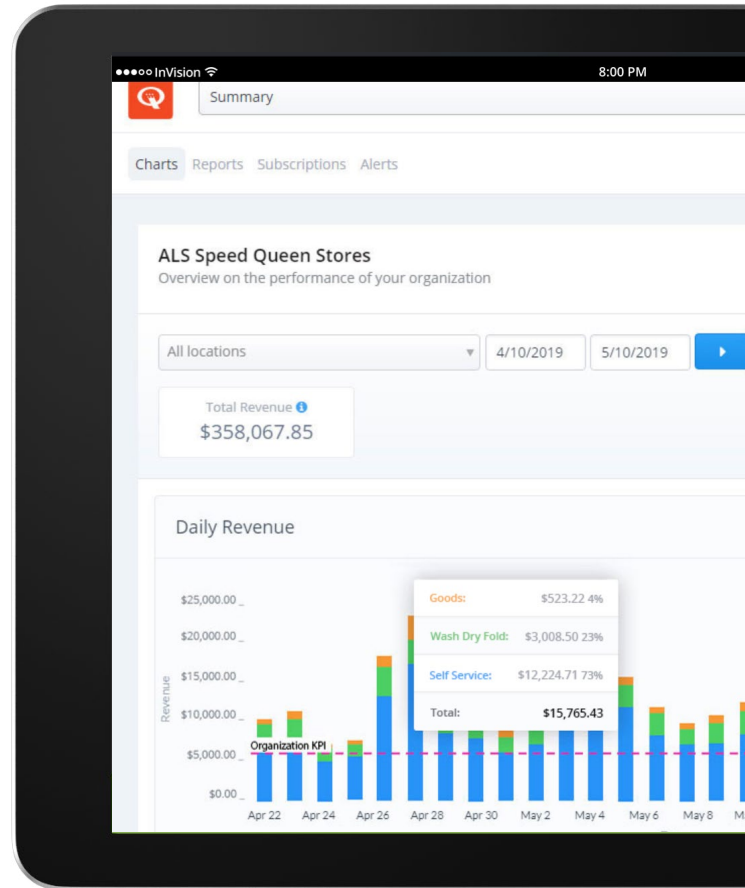
It's all there. In one place. In your control.

Get up and running in no time.

Speed Queen Insights' single-site solution gives you the tools to manage all of your laundromats more efficiently and profitably. A fast installation and easy-to-learn dashboard let you begin making better decisions for your business with little to no downtime. Plus, you get the peace of mind that comes with knowing it's backed by industry-leading customer support. There's never been an easier, more powerful, more efficient way to manage your laundry business. Monitor and control machines, send remote machine programs, and get alerted when there are issues. It's all there in one place.

The future is built in.

With Speed Queen Insights, what you invest in today will keep getting better. Its expandable platform sets the foundation for all future upgrades. Whatever the future brings, you'll already have the technology you need to grow your business.

One revolutionary experience.

Core Speed Queen Insights features include:

Simple interface
Easily track and optimize financial performance.

Business integration
Single-source data and analytics for all machines and laundromats.

Future-proof foundation
Upgrade and add new features quickly and seamlessly.

Fast, easy installation
No drilling of front panels or wiring needed.

Mobility
Control your laundromats from anywhere.

Peace of mind
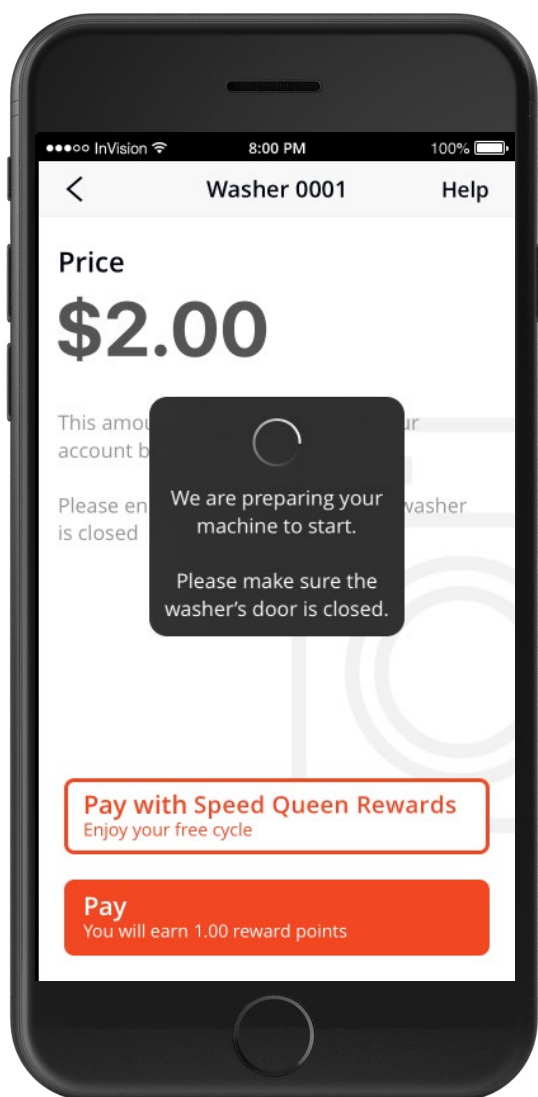24/7 support from the world leader in vended laundry solutions.

Disclaimer: Images shown for illustration purposes only. Actual screens may differ slightly.

Customer App

Laundry for today's lifestyle.

Mobile payment transforms customer relationships.
Your customers expect more from a modern retail experience. More versatility. More convenience. Speed Queen® Insights lets you meet—and exceed—their expectations with the easy-to-use Speed Queen app and Speed Queen Rewards. Thank them for their business with the opportunity to earn points-based rewards, and they'll thank you with increased store loyalty.

Easy. Convenient. Rewarding.

Make customers for life.

Doing laundry is effortless with the Speed Queen® app. A clean design, intuitive functionality and flexible payment options give your customers the convenience they want at the touch of a button with the ability to pay with the one thing they never leave home without—their smartphone.
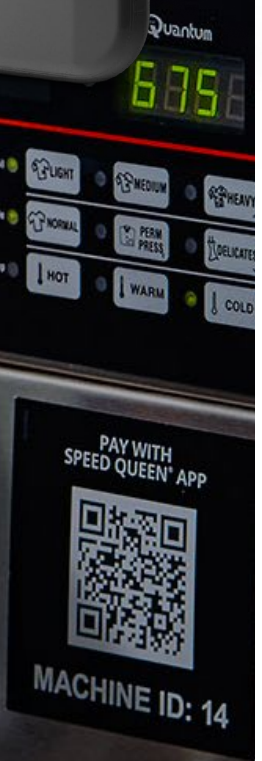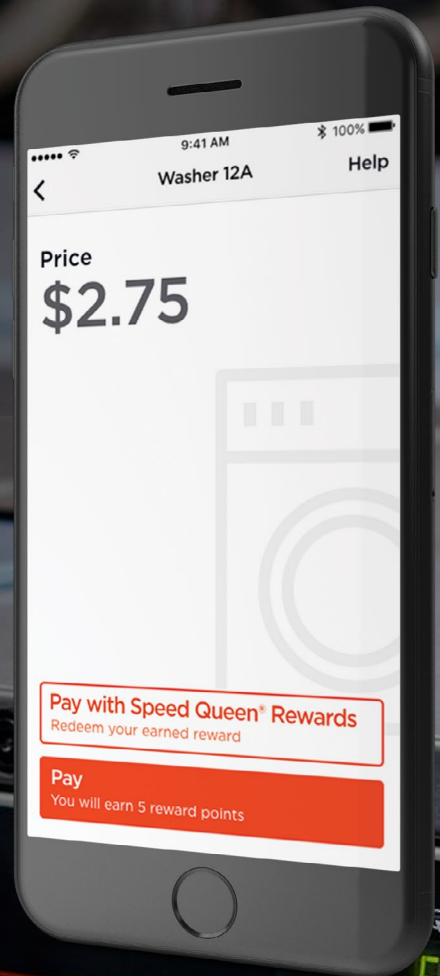
94%
of consumers
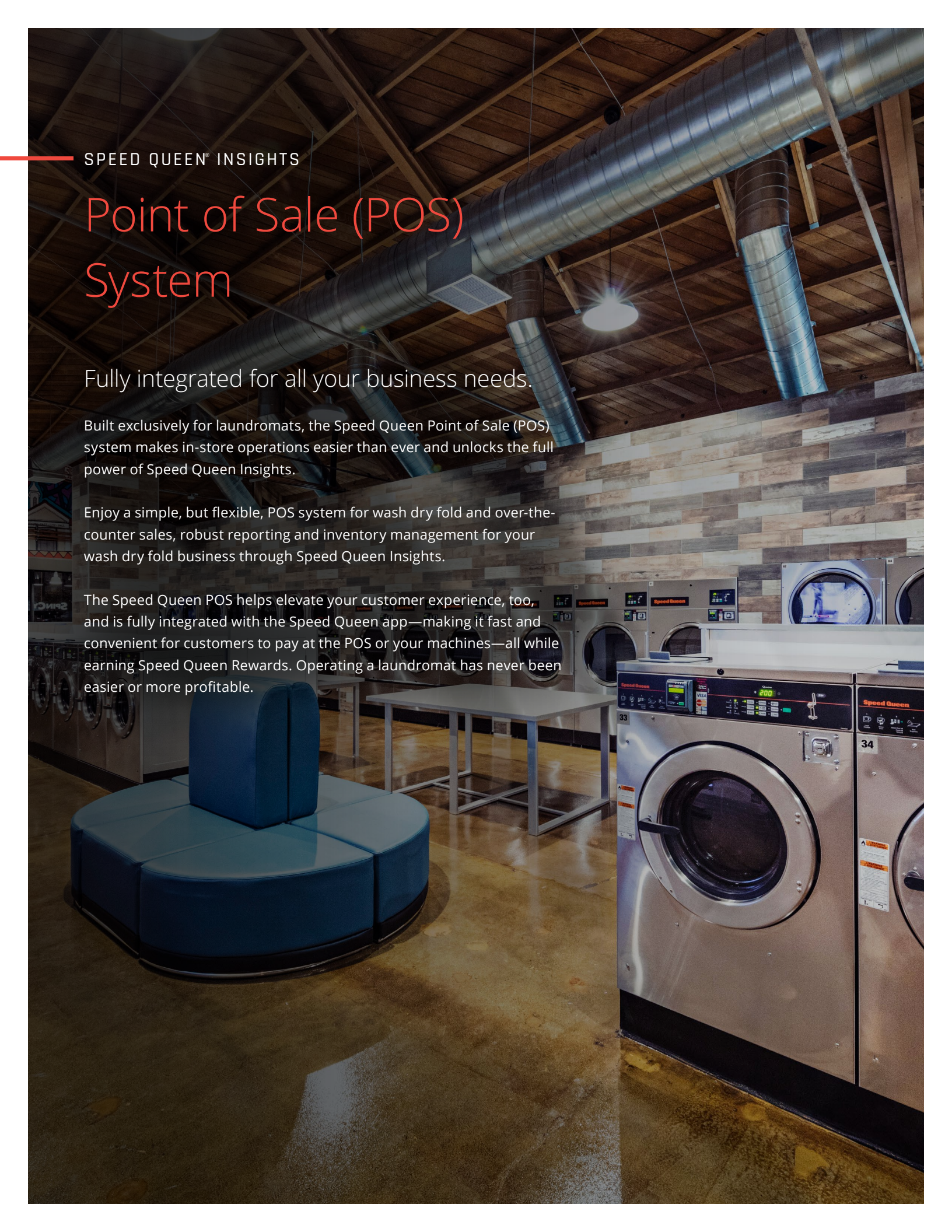Would use mobile wallets if they could earn loyalty rewards.

Source: Points, Spring/Summer 2016

Disclaimer: Images shown for illustration purposes only. Actual screens may differ slightly.

Provide a better customer experience.

On-the-go convenience with access to rewards points, as well as cycle status and cycle complete notifications, increase customer satisfaction.

✔ Customers can earn rewards by accumulating points.

✔ Customers have multiple payment options, including:
  - All major credit and debit cards
  - Apple Pay®
  - Cash (through the Speed Queen Value Center)
  - And, as always, they can still pay with coin or laundry card.

✔ Clean, simple and easy-to-use, the app is available in multiple languages and makes laundry day easy.

✔ The secure online wallet gives customers confidence their data is safe and protected.

Point of Sale (POS) System

Fully integrated for all your business needs.

Built exclusively for laundromats, the Speed Queen Point of Sale (POS) system makes in-store operations easier than ever and unlocks the full power of Speed Queen Insights.

Enjoy a simple, but flexible, POS system for wash dry fold and over-the-counter sales, robust reporting and inventory management for your wash dry fold business through Speed Queen Insights.

The Speed Queen POS helps elevate your customer experience, too, and is fully integrated with the Speed Queen app—making it fast and convenient for customers to pay at the POS or your machines—all while earning Speed Queen Rewards. Operating a laundromat has never been easier or more profitable.

Features

 Simple and flexible point of sale system for over-the-counter sales and wash dry fold services

 Highly scalable setup for multi-store operations

 Consolidated customer database for POS and self-service app customers

 Cloud-based reporting by transaction type

 Single source of data via Speed Queen Insights for all parts of the business

 Speed Queen app payment integration

 Easy and intuitive setup and configuration

 Promo code redemptions (with CRM)
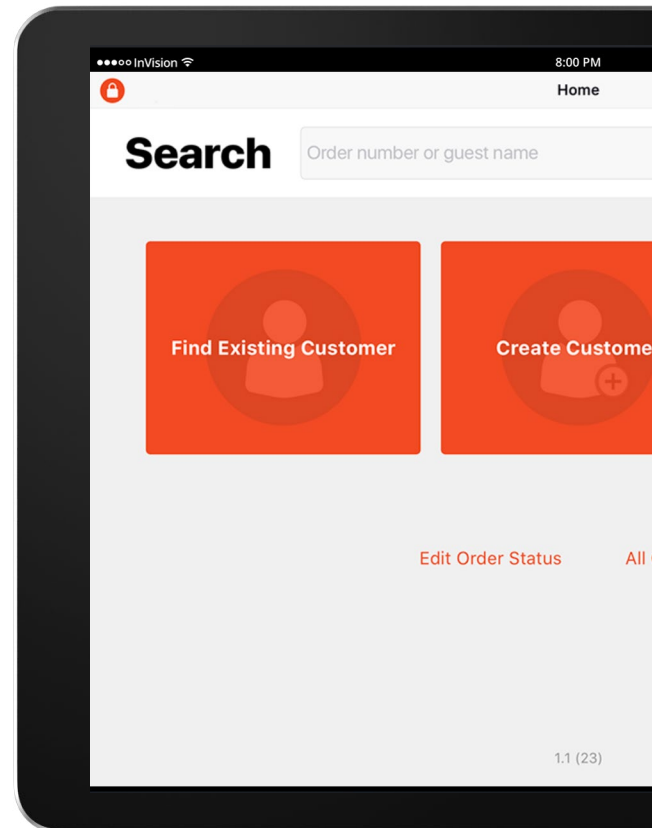
 Intuitive inventory management and tracking

 Fully integrated hardware (optional)

 Personalized owner training and support
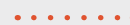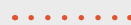
 World-class 24/7 tech support

Hardware

The Speed Queen Point of Sale system runs on an iPad, and minimal hardware is required, helping owners get up and running faster.
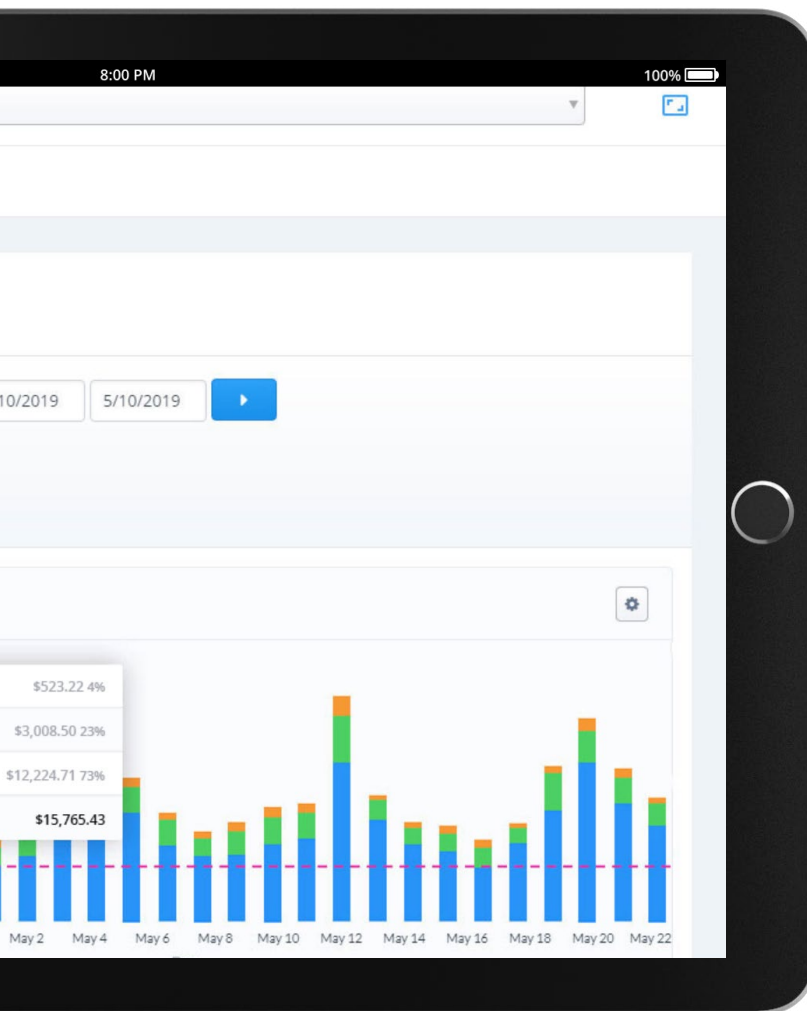
PRO TIP

Purchase the complete Speed Queen hardware solution for a fully integrated point-of-sale system. Ask your Speed Queen sales representative for details.

Customer Relationship Management (CRM)

Personalized connection. Powerful engagement.

The Speed Queen Customer Relationship Management (CRM) system allows owners to fast track their marketing with existing customers, acquire new customers and leverage customer analytics found in Speed Queen Insights to drive more revenue. Create campaigns via text, email or in-app messages to drive customer behavior. Track campaigns, monitor success rates, and build campaigns that work. Speed Queen CRM makes it easy to grow your business and increase your revenue, all from the Speed Queen Insights platform.

One source of data.
Fully integrated campaigns.

- Easily filter and target customers based on deep system analytics. Segment by:
  - Type of customer (Self-Service or WDF)
  - Time since last visit
  - Machine capacity used
  - Average spend for self-service, WDF or goods purchased
  - What day of the week they visit

- Export customer analytics for further business analysis or create a marketing campaign with those filters to promote your business.

- Create a campaign to run one time or set it to repeat to reach new customers each month. Offer promotions via:
  - Reward points
  - Percent off incentives
  - Flat rate discounts

- Automate marketing campaigns across one location or many—seamlessly.

- Track the success of each campaign, including redemption rate, to calculate a campaign's ROI and optimize future marketing offers.

Use the Speed Queen CRM to:

Offer new customer acquisition incentives through promo codes and app signup bonuses

Reengage lost customers or encourage repeat visits

Encourage self-service customers to use wash dry fold services
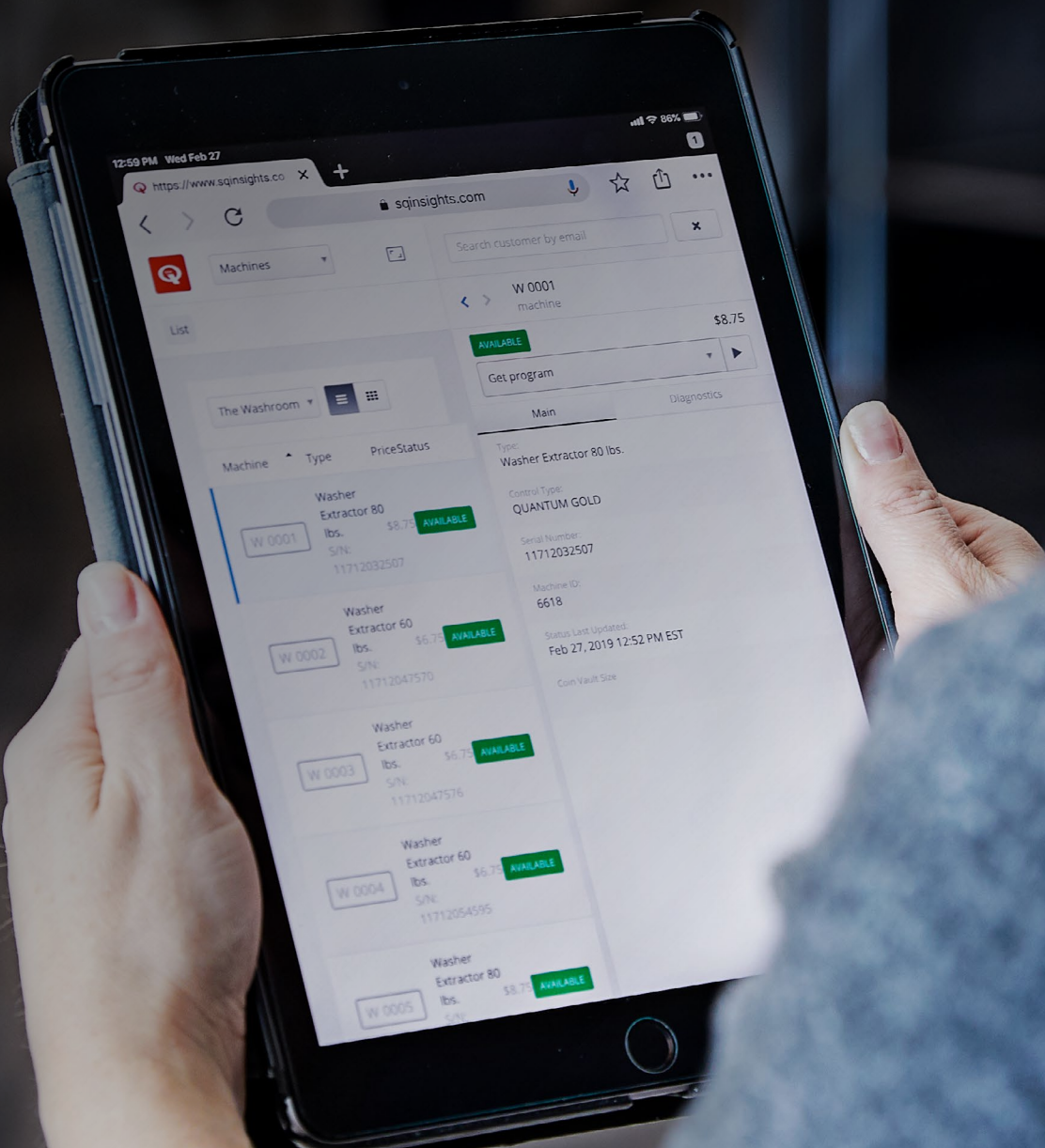
Remind customers of reward programs or special events

Create loyalty and increase customer engagement

Run customer contests or ask for referrals

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Running your business has never been simpler with
Speed Queen® Insights.

For more information, contact your local Speed Queen distributor
or visit **speedqueencommercial.com/insights.**