iTo

An innovative queue management solution

iTo is based in Lithuania, which focuses on developing products that bring efficiency and innovation into various business activities. iTo serves a wide array of customers in the Baltics, one of which is Tele2: a major European telecommunications operator.

THE CHALLENGE

Tele2 was looking to enhance the customer experience in their stores in Lithuania, while at the same time upgrading its customer service.

THE SOLUTION

iTo developed an queue management solution for Tele2 Lithuania, which works with ProDVX Android devices. With the queue management solution, it is possible to assign different priorities and setups for different stores. Next to that, the application includes several options for selfcare and streaming service integrations, such as the Stream on Screen application developed by iTo.
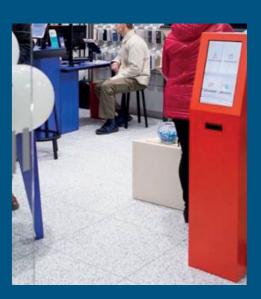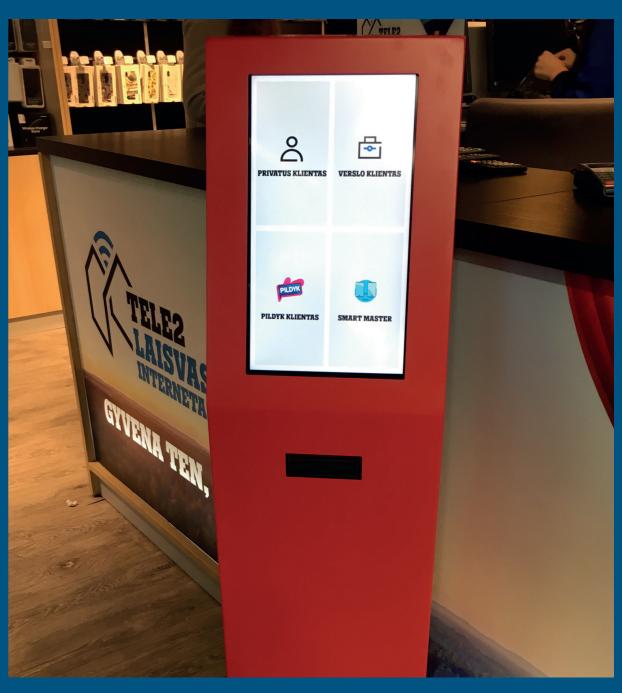

APPC-15DSKP

Commercial Grade 15.6" Android Panel PC (Tablet) with unique features and Power-over-Ethernet (PoE). The ultimate solution for your Interactive Digital Signage, Home Automation, Room Booking and many more applications. The Android DSK range is available in Metal, Plastic and Open Frame enclosure. Please contact us for all the possibilities for this specific product.

HIGHLIGHTS	APPC-15DSKP
Size	15.6 inch
Resolution	1920 x 1080
Power over Ethernet (PoE)	IEE 802.3 af/at
Networking	LAN RJ45 / WiFi / BT version 4.2
Mounting	VESA 100

THE RESULT

Because of the new queuing management solution, customers at Tele2 are never bored. The queue management solution enables Tele2 to better and faster serve their customers in-store. Next to that, Tele2 now has an all-round perspective of their instore customer service, based on statistical analysis generated from data collected in real-time.

ABOUT PRODVX

Since 2004, we have been making the difference for our clients with valuable solutions. First and foremost, we do this by leading the way in product development and through our diverse and innovative product portfolio.

Our portfolio is the core of our business and is always under development. Equally important are direct and short lines of communication with our supply chain partners. This way, we can keep prices down and deliver tailored service and support to end-users who know they can rely on us.

We produce and sell hardware such as Android and Intel displays and touchscreens, and related accessories. Our products are used for all kinds of solutions.

ABOUT ITO

iTo (Informaciniu technologiju organizacija) is one of the leading IT companies in Lithuania with a strong focus on mobile technologies. Established in 2006, iTo gradually expanded its area of expertise from website design and development to mobile technologies.

Among its clients iTo is known as a reliable, focused and organized partner. iTo has a team of experienced software developers, other IT professionals and project managers who share a great passion for challenges. All software developers have undergone Agile training, most iTo employees have Percona, Symphony, Agile product owner and Agile master certificates.

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