



## Showcase

## 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

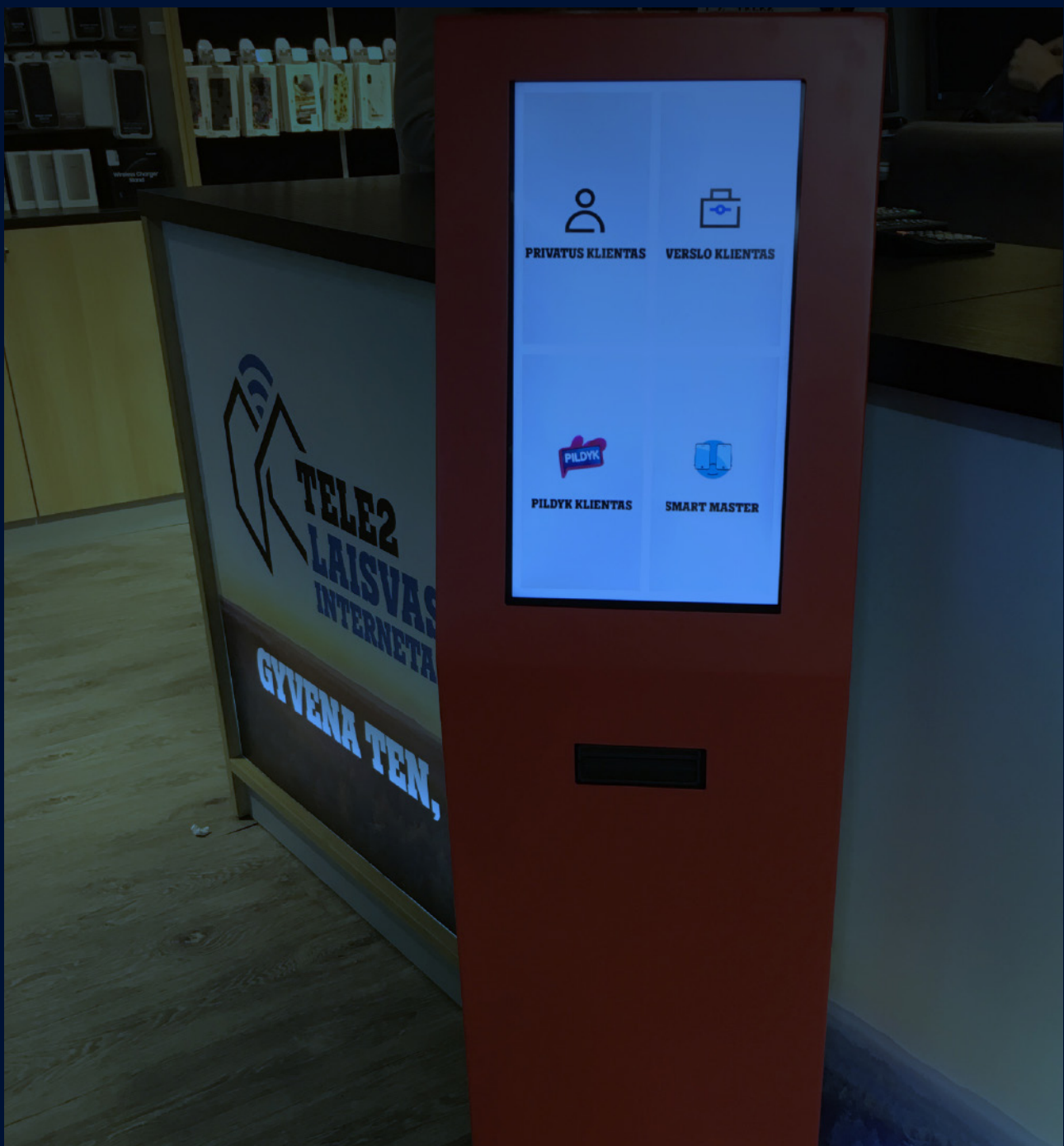


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## The Result

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



ProDVX develops and produces high-quality and state-of-the-art hardware for digital communication and solutions worldwide.

As specialists, we are pioneering when it comes to developing and producing reliable displays and touchscreens. Hardware you can always depend on. Through our extensive range, we can offer an innovative and durable solution for any form of digital communication, such as digital signage, room signage, wayfinding and access control. You will find our hardware everywhere. And a considered combination of price, advice, service and support makes us accessible to all: partners and end users.

Fair prices mean that our products work for everyone and every project. Contact us for advice if you require a solution for a particular situation or need custom-made products (e.g., OEM/ODM). And afterwards, we will naturally provide all the necessary service and support.

So, our end users are guaranteed reliable hardware for their digital communication.

## 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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