

PRO DVX



PRO DVX | ALWAYS  ON

## Case study: Hyundai

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Learn about the Hyundai case study by ProDVX.

# GIC

## **An innovative queue management solution**

GIC has built strong and successful professional relationships with our clients locally, regionally, and globally. This stems from our goal to expand on the sources of Information Technology and adapting the most advanced Information Technology Solutions.

## The Challenge

Hyundai Kuwait requested to implement a fully automated Queue Management system which can reduce the perception of waiting times.

## The Solution

GIC developed a queue management solution (Q-TOUCH) for Hyundai Kuwait, which works with ProDVX integrated as Counter displays. The system is comprised of different applications and hardware. This is ideal for organizations which have different branches at different locations. The system works as follows, customers enter the system with their customer ID and license plate number. Once entered into the system, it automatically identifies the requirements and directs the customer to the correct service agent. In this case PRODVX was integrated as part of the digital signage acting as the main display units. The ProDVX device that was chosen for this solution is the APPC-10SLB.





## The APPC-10SLB

The ProDVX APPC-10SLB is a 10.1 inch Android Panel PC with many different features that make it the perfect device for a solution like queue management. First of all, its brightness of 500 cd/m<sup>2</sup> ensure the display stands out and that the displayed content can be clearly seen by the customers. Another iconic feature that makes the APPC-10SLB stand out is its surround LED bar, which can be used to signal whose turn in the line it is. In addition, the various I/O ports on the APPC-10SLB make it a versatile device, and allow you to connect it either to a traditional power supply or through Power over Ethernet. Additional I/O ports ensure you can add any peripheral that you want.

## The result

The successful implementation of this project has replaced the traditional queue line with service minded system where integrity and the individual needs come first. Hence, Q-touch with the utilization of ProDVX reduced the perception of waiting times, which in turn, increases customer loyalty, improves productivity and ultimately profitability.



## 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 GIC



Grand International Company was established in 1993. GIC specializes in providing solutions in the design, execution, and managing of Management Information Systems and its associated operations of administration, technical, financial, and marketing in various fields within the Governmental and Private Sectors.

Our main mission is Building and managing comprehensive, innovative, flexible, user-friendly, and measurable Information Technology Systems by providing creative and effective solutions that meet our clients' objectives with the aid of our distinctive staff.