# Techknow
a **PAR Technology** solution

# Drive-Thru
## Challenge
Near Real-Time
Gamification of the
Drive-Thru



**Techknow, a PAR Technology solution's Drive-Thru Challenge has refined the drive-thru and has turned Big Data into Big Fun by allowing restaurants to compete in near real-time.**

Techknow meets the industry's standards in tracking average drive-thru times, highest sales, total number of cars, window times, average check, etc. Drive-Thru Challenge comes with a microcomputer, LCD display, and all of the necessary cables and mounts. The system complements Techknow's timer and does require internet access.

## Techknow's Drive-Thru Challenge Benefits:

**Competition has proven to reduce total drive-thru times by as much as 51% per hour (based on U.S. study in one region)**

- Drive-thru competitions in near real-time

- Great tool to motivate the crew and create a fun, competitive environment

- Encourages better team work among employees and managers

- Competitions can be ranked on up to 20 different variables

- An unlimited number of restaurants can compete in a specific time zone and in near real-time

- Competition at the Franchise, Region or Enterprise level

- Posting of hourly winners in 3 categories gives every crew an opportunity to win

- Challenge board is updated in near real-time.

- Continuous updates enable the store to take immediate corrective action

> "The first week we installed the timers, our stores were averaging 3:00 minutes total time. By the end of the second week, drive-thru times had fallen to 2:35 to 2:45. Upon activating the Drive-Thru Challenge, times dropped again to 2:12 to 2:25 where they have stabilized. Not to mention, ticket averages are up as well based on having that new measurable metric live all the time. This is amazing: Total time dropping by 48 seconds and tickets averages increasing."
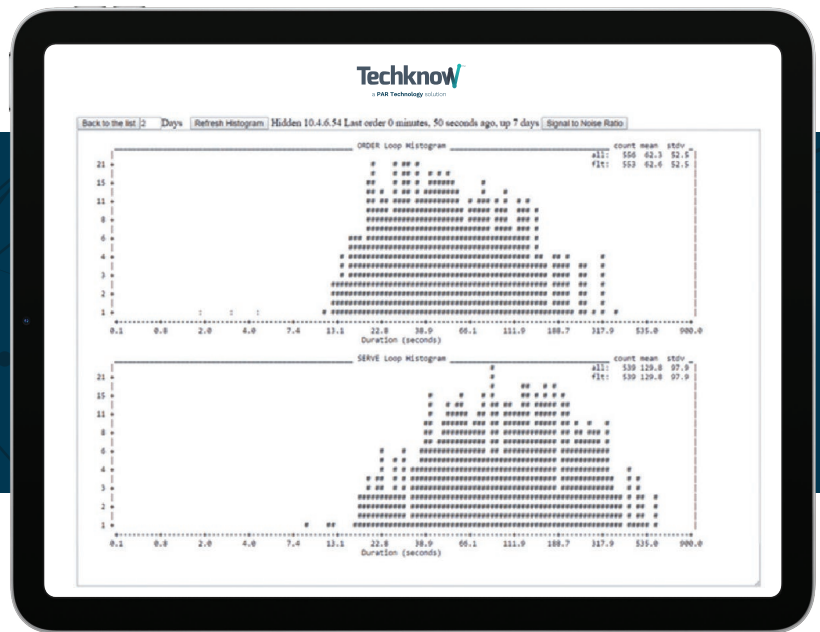>
> - Manager at a Premier Fast Food Chain

# Techknow

a **PAR Technology** solution

# QSResponse

## Proactive Online Support



## Techknow's QSResponse

Techknow, a PAR Technology solution's QSResponse is a proactive online support program developed to improve help desk efficiency by troubleshooting PAR Timer products and monitoring the health of onboard systems and peripherals. Techknow's QSResponse is the first in the industry to provide an online help desk with diagnostic tools to maximize the functionality and proactively solve technical issues.

In many cases the help desk will be able to resolve issues without dispatching a field technician. Reduce costs, virtually eliminate repeat service calls, and maximize uptime.

**Techknow's QSResponse is a proactive online support program designed to:**

• Diagnose and proactively detect operational issues

• Identify potential vehicle detection issues

• Identify problems with loops and wiring issues

• Notification of the loss of POS data

• Identify connectivity issues

• Alert via email upon exceeding thresholds

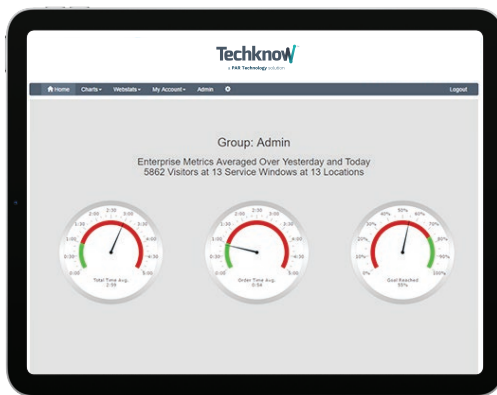**By proactively identifying these issues, the store can:**

• Minimize time spent troubleshooting issues

• Reduce and or eliminate repeat service calls

• Reduce service costs

• Identify issues prior to the store knowing an issue exists

• Minimize downtime

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# Techknow
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# Enterprise Reporting

## Drive-Thru Performance Snapshot

Techknow, a PAR Technology solution's Enterprise Reporting is an analytical software tool designed to provide management with a snapshot of the drive-thru performance at a store or enterprise level.
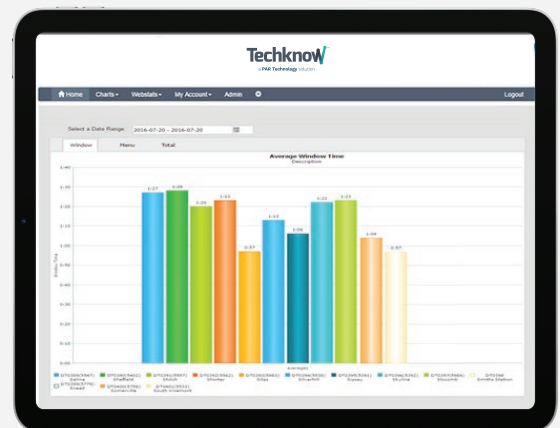
**With Techknow's web reporting portal you can view the store's or regional performance without being at the restaurant or even at the office. We make it easy, safe, and secure to view statistics and analyze the performance of the area that generates 70% of your revenue.**

Take advantage of this software tool to improve performance. When combined with the Drive-Thru Challenge software, you can turn work into a fun team building experience while improving the customer experience and increasing sales.
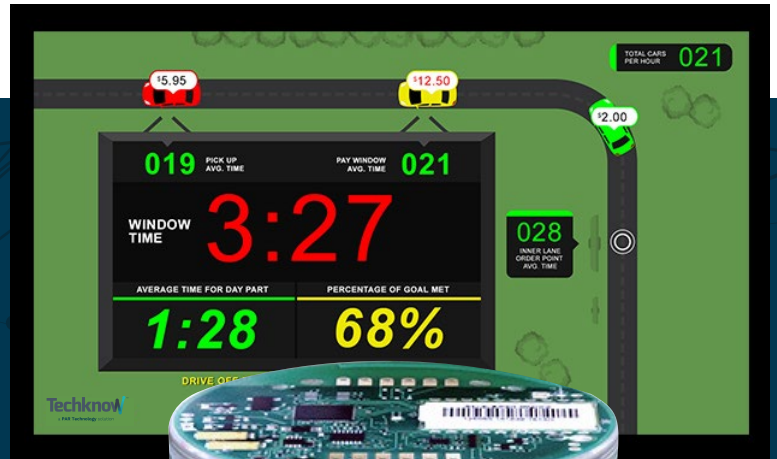
## This tool was designed to:

- Track up to 20 different variables in the drive-thru

- Extract data and report every minute thus enabling management to make the necessary changes that will impact performance

- Send alerts to management should thresholds be exceeded

- Report data in a graph format for quick analysis. Click on the chart to drill down on details.

- Filtered data to view at the franchise, district region or enterprise level

- Use any web based device to view all available data

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# Techknow™
### a **PAR Technology** solution



# OverDrive
## Drive-Thru Timer System and Analytics
### WIRED & WIRELESS

## Benefits:

**Return on investment in six months or less**

- Animated visual display highlighting drive-thru progress and bottlenecks

- Enhanced customer satisfaction by lowering drive-thru times

- Excellent management tool

- Detailed store and local reporting tool

- A creative tool to develop crew and restaurant competitions

### Wired Timer

- Interfaces with all headset systems including Techknow

- Leverages existing induction loops at all detection points

### Wireless Timer

- Minimized maintenance related to induction loops

- Aesthetically pleasing and less invasive to the driveway

- Enables the practical measurement of Pull Forward, Preview, or Mobile Park positions parked cars

- Up to 50 vehicle detection points per restaurant

- 900 MHz frequency bands minimizes interference and maximizes wireless coverage, 2.4 GHz frequency band used internationally
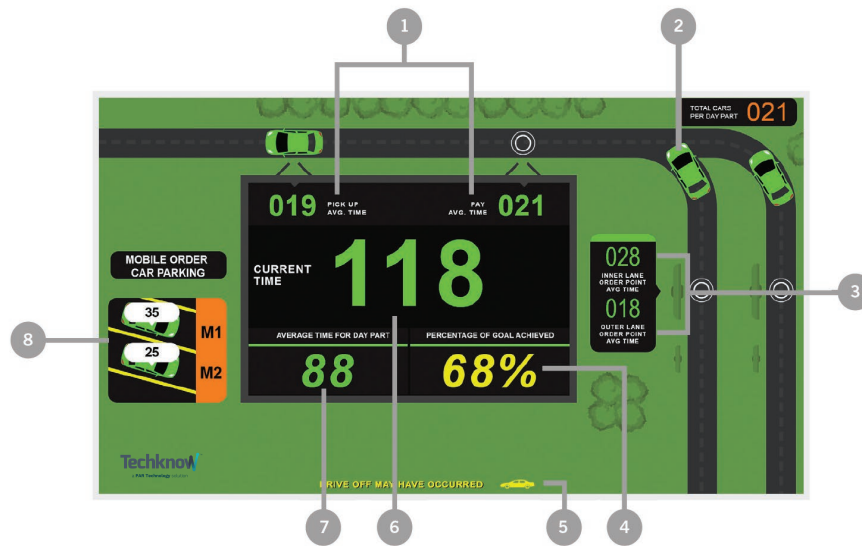
## Features:

- Proactive, online monitoring for all hardware

- Options for monitoring Fast Forward, and/or Mobile Parking Positions (Wireless Timer)

- Parameters are timed and color coded to illustrate drive-thru performance

- Clear, concise and simple graphics

- Customizable by hour or day

- Critical information is available at a glance to highlight road blocks to performance

- Simplified, user-friendly software interface

- Time can be displayed in minutes or seconds

- Supports most restaurant configurations

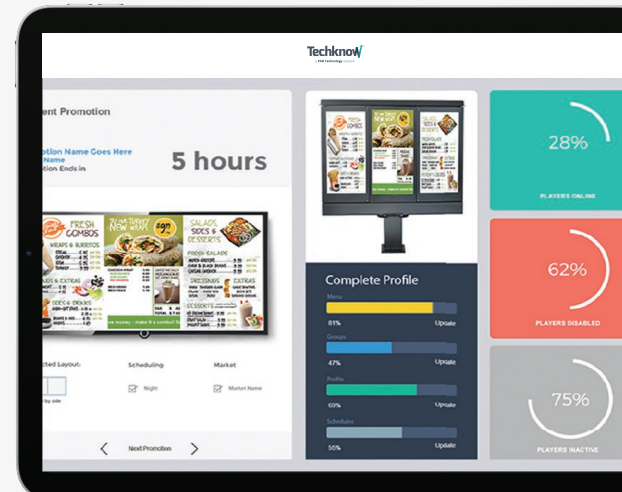- Capable of connecting multiple displays

1. Displays average time for the last 5 cars at those locations

2. Individual, animated cars proceed through the drive-thru with color coding to indicate time in queue

3. Last 5 Car Average

4. Shows percentage of defined goal met

5. Indicates a vehicle has driven off without completing the drive-thru circuit

6. Displays time a current vehicle has been in queue and changes color based on goals

7. Displays Window Times average for the last hour with color coding

8. Displays Mobile Time, when car arrives the time will start counting and show a car there

# Drive-Thru Statistical Reporting Software

**In the quick service industry, time can cost you money and result in a loss of business. Using a computer in the store or remotely, you can retrieve statistics collected by your system.**

**These statistics can help you:**

• Increase speed of service and enhance customer satisfaction

• Set sales and drive-thru goals

• Identify and reward productive employees

• Improve your drive-thru operations



*Content of statistical report depends on number of loops, POS and other parameters you choose.

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# Techknow OverDrive
## Drive-Thru Timer System and Analytics
### WIRED & WIRELESS



## Benefits:

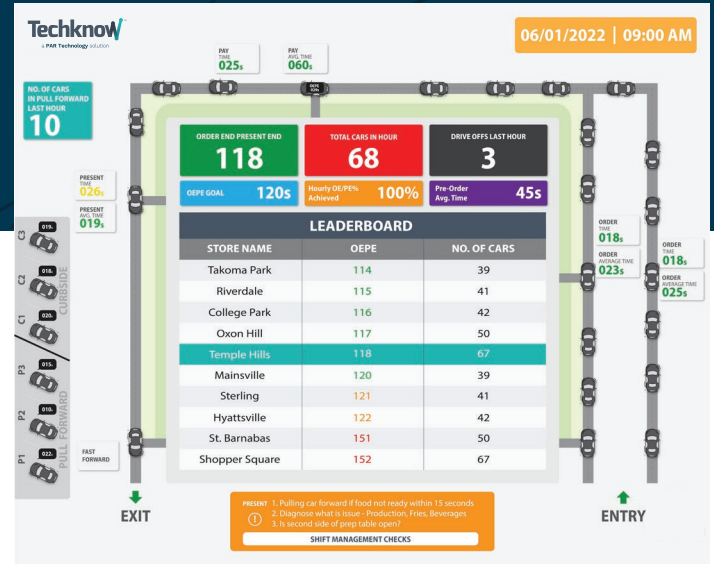### Return on investment in six months or less

- Animated visual display highlighting drive-thru progress and bottlenecks

- Enhanced customer satisfaction by lowering drive-thru times

- Excellent management tool

- Detailed restaurant and local reporting tool

- Displays action items to inform crew of corrective measures which will improve operational performance

- A creative tool to develop crew and restaurant competitions

### Wired Timer

- Interfaces with all headset systems including PAR Drive-Thru

- Leverages existing induction loops at all detection points

### Use of Multiple Detectors from a Single Platform

- Use Cameras, Ultrasonic sensors, induction loops or any combination of sensors from a single hardware platform

- Use of cameras or ultrasonic sensors is more aesthetically pleasing and less invasive to the driveway

- Enables the practical measurement of Fast Forward, Preview, Curbside positions and Drive offs

- Up to 50 vehicle detection points per restaurant

## Features:

- Proactive, online monitoring for all hardware

- Posting of "Action Items" when goals are exceeded will assist crews by providing tips that are relative to areas that need improvement

- Options for monitoring Fast Forward, Curbside, Preview and Drive offs

- Parameters are timed and color coded to illustrate drive-thru performance

- Clear, concise and simple graphics

- Customizable by hour or day

- Critical information is available at a glance to highlight road blocks to performance

- Simplified, user-friendly software interface

- Time is displayed in seconds

- Supports most restaurant configurations

- Capable of connecting multiple displays

**1** Displays OEPE for Current Vehicle

**2** Individual, animated cars proceed through the drive-thru with color coding to indicate if goals are exceeded

**3** Last 5 Car Average

**4** Displays Time for Pull Forward & Curbside Customers

**5** Indicates Number of Cars in Pull Forward for the last hour

**6** Leaderboard OEPE Average and Total Cars for the last hour

**7** Displays action items to inform the crew of corrective measures to improve operational performance

**8** Displays Drive Offs last hour

**9** Shows Car in Preview

**10** Displays Total Cars last hour

# Enterprise Webstats

**In the quick service industry, time can cost you money and result in a loss of business. Use any web enabled device to access data at the enterprise or restaurant level.**

**These statistics can help you:**

- Increase speed of service and enhance customer satisfaction.

- View individual transactions, specific restaurant, or the entire enterprise easily.

- See actual vs. goal in real time to make adjustments as needed.

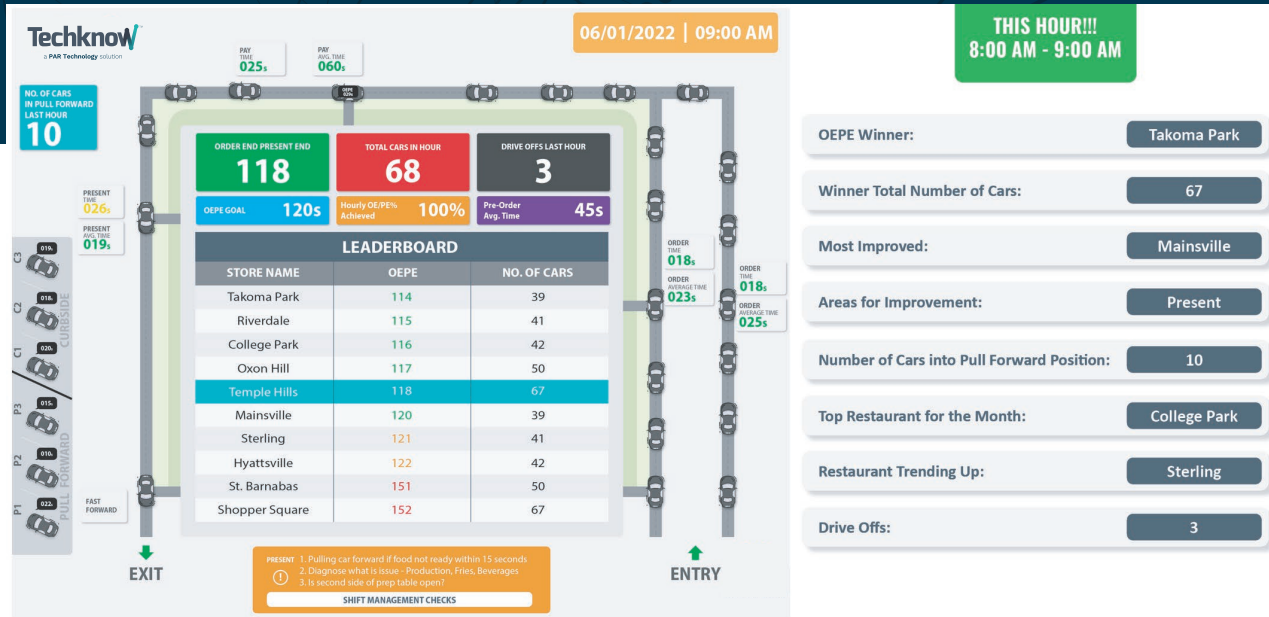- Identify and reward productive restaurants or coach those under performing.



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# Techknow Challenge
## Near Real-Time Gamification of the Drive-Thru

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## Techknow's Drive-Thru Challenge Benefits:

**Competition has proven to reduce total drive-thru times by as much as 51% per hour (based on U.S. study in one region)**

- Drive-thru competitions in near real-time

- Great tool to motivate the crew and create a fun, competitive environment

- Encourages better team work among employees and managers

- At the top of each hour showcases the OEPE and Total Car Winners, the Top Restaurants of the Month, Most Improved and Drive Offs

- An unlimited number of restaurants can compete in a specific time zone and in near real-time

- Competition at the Franchise, Region or Enterprise level

- Leaderboard is updated in near real-time. These continuous updates enable the store to take immediate corrective action

- Draw immediate attention to the use of Pull Forward and the number of Drive Offs per hour

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