The following is presentation put together by Craig Keefner of Olea for Intel IoT Alliance team from late February 2020. It covers Self-Order Drive Thru Technology and includes analytics. It does not cover menuboard drive thru technology. That info is available in its own presentation.

- If you would like more information on Olea Kiosks solutions then please contact Frank Olea at info@olea.com
- If you wish to get more industry information and updates to Drive Thru Technology then contact Craig Keefner at craig@kma.global
Olea Kiosks
Olea’s been creating innovations in kiosks, outdoor ticketing and self-service technology for more than 40 years.

• More than 35,000 kiosks in 15 countries.
• Olea works with Fortune 100 companies.
• Olea works with SMBs & Startups
• Olea stations register more than 100 million touchpoints each year.
• More than 50% of our revenue comes from clients that have worked with us for more than 5 years.

Experience Matters
Experience Matters
Partner Ecosystem

- Hardware, software and service
- Full complementary solution set
- Access to latest technology such as SKM & SDM computing technology
- Robust and flexible supply chains
- Financing & service options
- More Partners
  - IBM
  - StarMicronics
  - Epson
  - Ricoh
  - Appetize Technologies
  - Fujitsu
  - Verifone
Custom Brand Design

- In-house design team
- Rapid, interactive design process
- Consider brand attributes
- Designed to fit the environment

Denver Broncos with Aramark & Appetize
Outdoor Design Considerations

- Watertight & All Weather
- Safe operation in all weather
- Adherence to UL guidelines
- ADA compliance
- Secure mounting (free-standing, column, pole, wall, etc.)
- Branding & Visual Elements
- Exceptional technology options such as facial, car recognition, timers, gamification, AI, 5G and more.
- Backend POS integration
- Analytics Dashboard
Best in Class Drive Thru

- Order Timers
- Fulfillment timers
- Facial recognition
- Car recognition
- Below-window timer (replacement for traditional ground loop), for how much time each car spends at the window & total drive thru experience time (order time + wait for window time + time at window).

XENIAL DRIVE-THRU

Turn Your Drive-thru into a Fly-thru
Best in Class Drive Thru

- Line busting Tablets
- Kitchen routing
- Gamification
- Alaska or Dallas
- All Weather
- Voice Command
- Voice Navigation
- 5G Capability
- AI and ML Coming

Better Service Drives the Drive-thru

Improve drive-thru customer experience, speed and efficiency

**Xenial Drive-thru Gives You The Power To:**
- Increase average ticket size
- Increase cars served
- Decrease service times
- Increase order accuracy
- Increase customer satisfaction
- Bring self-order and self-payment to the drive-thru

**Key Features:**
- Intuitive order interfaces require virtually no training
- Line busting tablets to walk the line
- Intelligent kitchen routing customized for drive-thru operations and issues
- Smart timers that track every car in queue
- Car visualization with service times
- Service time gamification helps stores meet service goals and keep customers happy
- Daylight bright outdoor displays make food appealing at the point of order
- Dynamic menu displays promote appropriate menus and LTOs based on day part
- Order confirmation displays promote add-ons to increase average sales
- Self-order and self-pay drive-thru kiosks reduce labor and increase speed of service
Access to all sales channels and retail on one platform.
- Central dashboard & mobile gives fast access to sales data, customer profiles & overall business performance.
- Leverage clear and real time data to develop sales insights
- Make more informed decisions for your business.
- Clients include Burger King, McDonalds, MOVADO and others.
• Deaf and hard of hearing
• Frustrations of average drive thru part 1
• Frustrations of Drive Thru pt2
• Running the Numbers video
• The Drive Thru and the deaf and hearing impaired liability
• Drive Revenue with your Drive Thru - video
• Going cashierless with Nextep Xenial - video
About Olea

• Experts in design, deployment and operation of self-service technology
• Made in the U.S.A. since 1983
• 48,000 square foot campus in Cerritos, CA
• In-house design and manufacturing on site
• Pioneers in leveraging technology to improve customer experience
• Developed leading-edge ecosystem of immersive technology partners
• Frost & Sullivan 2019 Customer Value Leadership Award
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