

Want to know what your customers are thinking...

...now you can with real-time customer intelligence technology

Powered by...



Customers have all the power. They control your success.

Intriguing.

Customers continually measure their satisfaction against your relevance and service promise. If these touchstones don't measure up to expectations, you stand to compromise loyalty, business momentum and brand intelligence. Customer satisfaction also can be significantly impacted by employee engagement and together these factors can have an effect on an organization's profitability.

But...what if you could know what your customers were thinking?

What if you could:

- accurately capture customer insight on a daily or hourly basis at various touch points of the experience – with every visit,
- respond to suggestions, problems or kudos – in real-time,
- improve your business based on current, relevant information about preferences and trends,
- discover untapped resources from never before captured data for process improvement, employee engagement, and revenue generation, and
- benchmark against your industry's success?

How would that impact your success? Avius™ Insight can do all that for you. .. and even *more*.

REAL-TIME ELECTRONIC CUSTOMER SURVEYS

WHAT

- Real-time , on-site customer experience improvement technology
- Customers respond to your questions using stand alone kiosk(s), text, online surveys or tablet PC technology (or combination of all), delivering data to you 24.7.365
- Customized multi-lingual surveys to capture feedback from employees, guests, potential customers, suppliers
- Live website reporting for real-time results and feedback
- Customized audio / visual experience for the end user
- Avius Insight Confidence Filter that segregates illogical entries from surveys completed by children or other visitors

HOW

- You customize the surveys or we'll create them collaboratively with you
- Tablet PC allows for personal interaction and capture of additional information
- Operates from a secure web-based server
- Trend tracking of results to measure site progress

WHERE

- Optimal location(s) determined by traffic pattern studies based on anthropological tendencies
- Plug and play install process for kiosks
- Google Earth feature powers corporate executives in large organizations with the ability to hone in on any property worldwide in real-time
- Weather-proof for indoor/outdoor use at resorts, golf courses, entertainment venues and areas that have exterior corridor access

“Today’s guests want more value than ever before and it’s our goal to deliver that value. Avius Insight allows us to know what and how our customers think and be proactive in our response to their needs and preferences, providing data that drives the current and future definition of our guest experience.”

John Dunlap, Director San Diego Zoo

HARDWARE SPECIFICATIONS



CUSTOMIZED FOR ROI

We recognize the diverse businesses we serve and realize that the ability to customize and personalize our resources is paramount. Whether we prescribe the use of tablet PCs addressing sampling or a kiosk to blend seamlessly with your physical environment ... or a combination of both conduits, you will have the ability to know your customers better than ever before.

TABLET PCs

- Flexible and durable for staff use at different touch points throughout the experience
- iPad® or tablet pcs are available
- Specially formatted surveys for use with smaller screens
- Real-time results
- Operates from a secure web-based server
- Data capture tool that aggregates reports in real-time
- Fully customizable graphics to fit site branding
- Avius Insight™ Confidence Filter
- Trend tracking of results to measure site progress
- Integrates with other on site kiosks

KIOSKS

- Live website report access
- Real time results
- Multilingual survey options
- Data capture tool
- Fully weatherproof
- Screen viewable in sunlight
- Fully customizable graphics to align with branding
- 3rd party advertising opportunities
- Customized audio/visual experience for customer
- Trend tracking of results to measure site progress
- Integrates with tablet PCs
- Avius™ Insight Confidence filter



AVIUS™ INSIGHT - thoroughly revealing

CUSTOMER INTELLIGENCE

How important is the customer's voice to your business? How do you know what customers want today and every day? Avius™ Insight can provide that information for you – it's a game changer in today's crowded market place, setting you apart from the competition. Avius™ Insight bridges the gap between the customer and the operation and by its mere presence articulates that you're listening, moving, changing, adapting yourself to exceed customer expectations in real-time, today and tomorrow.

REAL-TIME SERVICE RECOVERY

Give your customers a story to tell by resolving their problems within minutes – in real time – on their terms. Avius™ Insight captures kudos and complaints with crystal sharp accuracy, pushing those responses to you within minutes. Give yourself the ultimate advantage to be different by responding to problems in the moment – before your customer leaves. Let your response be the lasting impression they take home and talk about. There is no better way to drive loyalty. Avius™ Insight powers your ability to revolutionize the customer experience and adapt quickly to his/her ever-evolving needs.

AVIUS™ INSIGHT - profoundly accurate

EMPLOYEE ENGAGEMENT

If you're asking your employees to give more, they probably need more from you. They need to know how to deliver more with less, be better than ever. With Avius™ Insight you can efficiently deploy employee satisfaction surveys more frequently, receiving critical insight into what your employees need, the great ideas they have to improve their role, the customer experience seen from their perspective, the employee experience and the business. Invite employees to the kiosk at specific times of the year to help you plan employee events and celebrations and understand what's meaningful to them. Keep the system online with the automatic ability to deliver feedback in real-time to help bridge performance gaps 24.7.365.

MARKET DEMOGRAPHICS

Who's visiting you today? Are you aware of your customers' preferences? Are you ahead of the curve with emerging trends? Every customer who visits the Avius™ Insight kiosk can answer probing demographic and psychographic questions that could influence your business. This resilient capability, delivered exclusively by Avius™ Insight will enhance your ability to be in the know with your customers today and in the future.

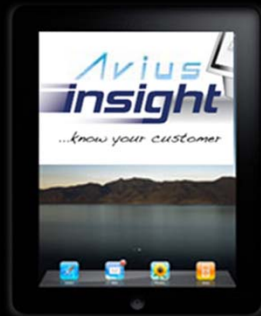
"Avius Insight has provided us with superb quality information which we can use instantly and our guests are delighted when they see their suggestions come to life."

Gordon Mutton, Director of Product Excellence, Merlin Entertainments Group

AVIUS™ INSIGHT - want to learn more?

VISIT OUR WEBSITE

www.aviusamerica.com



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