

Guest Feedback on Steroids



On-site, Real-time, Relevance

“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

Your guests control your success. They have all the power.

Intriguing. Guests continually measure their satisfaction against your product’s relevance and service promise, and if it doesn’t measure up to their expectations, you stand to compromise loyalty, business momentum and brand intelligence.

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

What if you could:

- accurately capture your guest’s 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;
- make cost-effective improvements to your business on tangible, current, relevant information about preferences and trends;
- discover new and untapped resources and methodologies, from never before captured data, for process improvement, employee engagement, revenue generation; and

To what new levels of success would that information take your business?

Limitless.

Avius™ Insight can do all that for you. And more.

Avius will be Everywhere...

Avius Connects With Hospitality and Airlines...among many.



Audubon Aquarium
of the Americas
A Facility of Audubon Nature Institute

- Hotels / Restaurants
- Healthcare
- Airlines / Airports
- Trade shows
- Retail
- Banking
- Entertainment
- Pharma
- Marketing
- Research



Heathrow 
Making every journey better.

Aberdeen Airport 

London
Stansted 



American Heart
Association 
Learn and Live

SAN DIEGO
200

Avius™ Insight Sets You Up For Success In One Place...

Guest Intelligence



Imagine enhancing your business by revolutionizing the voice of your clients and guests. Avius™ Insight will be your resource to enhance greater two way communication between your business and your guests, enabling you to provide the ultimate amenity: a culture that demonstrates an open ear and the opportunity to deliver your clients' needs in real-time. After all, it is the 21st Century...why not consider delivering the latest technology that is so simple to use? Your clients, guests and their colleagues/friends will love you for it!

Employee Engagement

In this tough economic time, those that are lucky to have jobs, are being asked to do more than ever before. You need real-time information from your greatest asset: your employees. Their needs are different now and they need new resources and efficiency to deliver more with less. The only way to deliver on their needs is by using a state of the art tool found only in Avius™ Insight. Deploy employee satisfaction surveys more frequently and more easily than current methods. Invite employees to the kiosk at specific times of the year to help you plan employee events, parties or special occasions. Keep the system online with the automatic ability to deliver feedback in real-time to help bridge performance gaps in managers 24/7.

Market Demographics

Who is utilizing your business today? More importantly, who is considering your products and services tomorrow? Avius™ Insight weaves in demographic questions inside client intelligence surveys to answer vital questions that could make or break a potential decision maker to continue utilizing your products and services. Learn also about their current needs and preferences. This critical resource delivered exclusively from Avius™ Insight will enhance your ability to deliver on the future needs of future clients as well as existing clients...now. Always be "in the know" obtaining real-time information that will help shape the future of your business from this critical perspective.

Avius™ Insight: simply put - we are turnkey...

WHAT

- Customized multi-lingual surveys to capture feedback from a global base of customers, guests, clients, patients, employees, students or suppliers
- Online surveys, touchscreen kiosks, iPad pedestals and countertop enclosures, SMS texting feature, web inquiries (or combination of all), working together 24/7/365
- Live dashboard reporting for real-time results and feedback from your Computer, iPad, or Smartphone
- Customized and branded audio / visual experience for the end user
- For your next industry event, a branded or décor-matching portable kiosk/pedestal with branded and customizable graphics
- Confidence Filter™ to segregate illogical entries from surveys completed by children or other visitors

HOW

- Personalized survey development options to engage your specific needs for data capture and aggregation of information
- Customized surveys measure satisfaction and provide opportunities for suggestions, kudos and process / performance improvement
- Trend tracking of results to measure site progress operates from our secure web-based server
- Personalized survey options based on location and use for specifically targeted clients and potential future clients
- As organizations continually analyze their operations, they are looking for efficiencies and savings to excel through times of change. We offer process and performance improvement consulting customized to your business.

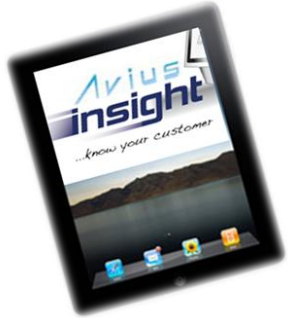
WHERE

- Smartphone Applications allow for personal interaction and flexible capture of data in any environment - for any need
- Our dedicated executive team engage your business experts to work in concert with your global initiatives
- Google Earth dashboard powers corporate executives with the ability to hone in on any business unit, worldwide, in real-time
- Optimal location(s) selected for stationary devices determined by traffic pattern studies based on anthropological tendencies. Placement options could include: theme parks, waterparks, restaurants, hotels, resorts, retail, clinic or hospital sites, industry booth events, universities, or simply a mobile option for your sales executives on the road – the opportunities are endless

Multiple Hardware Options

Data Capture From Every Source

You are different. You are not just a bank. You are not just a supermarket. You are unique. We recognize the diverse businesses we serve at Avius™ Insight and realize that the ability to customize and personalize our resources is paramount. Whether we prescribe the use of iPads addressing controlled sampling or a beautiful kiosk matching the décor of your lobby or waiting areas... or a combination of conduits, you will have the ability to know your clients better than ever before.



Mobile

- Flexible and durable for staff use at different touch points throughout your venue
- Real-time results via secure web-based reporting
- Multiple language capability
- Data capture tool that aggregates reports in real-time and time stamps/sends data when connection is compromised
- 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 or hardware.



SMS-Text

- Live secure web reporting tool
- Real-time qualitative results
- Signage design consulting
- 3rd Party Advertising
- Integrates with all data capture conduits



Kiosks

- Robust touchscreen capability
- Sturdy cabinets - able to withstand potential tampering
- High functioning internal computer components
- Customized audio / visual experience for the client
- Fully weather resistant
- Professionally branded marketing wrap
- Screen viewable in sunlight
- Fully customizable, branded user-interface software graphics
- Live, secure web-based, report processing tool
- Real-time results from data capture to aggregation
- Multi-lingual survey capability for up to 15 languages
- 3rd Party Advertising opportunities
- Avius Insight Confidence Filter
- Integrates with all data capture conduits
- Trend tracking of results to measure site progress



Multiple Hardware Options

More Flexible Options for Every Scenario



Countertop and Wall Mounts for iPad



Durable Outdoor Options



Indoor Sleek Kiosks with Keyboard and Touch screen combination



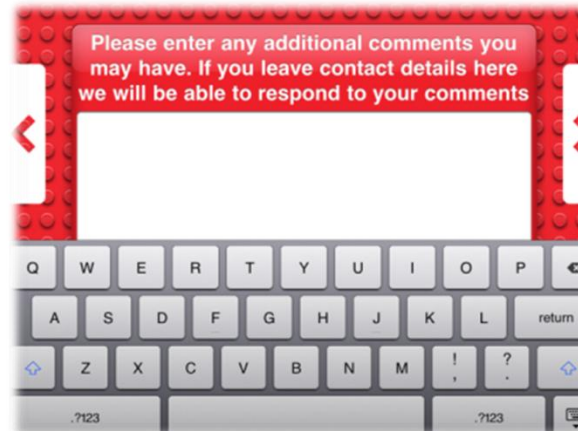
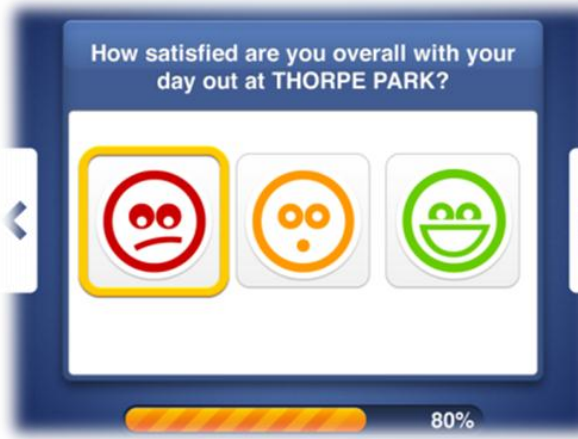
iPad Protector Case



SMS-Text and Phone apps

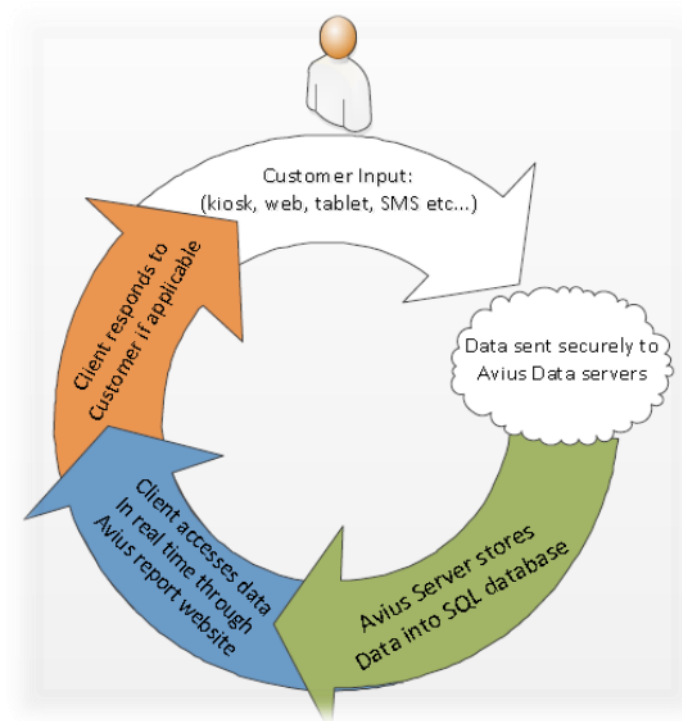
Robust Branded Software Graphics

Tablet Respondent Survey Interface Examples...



End-to-End Feedback Management

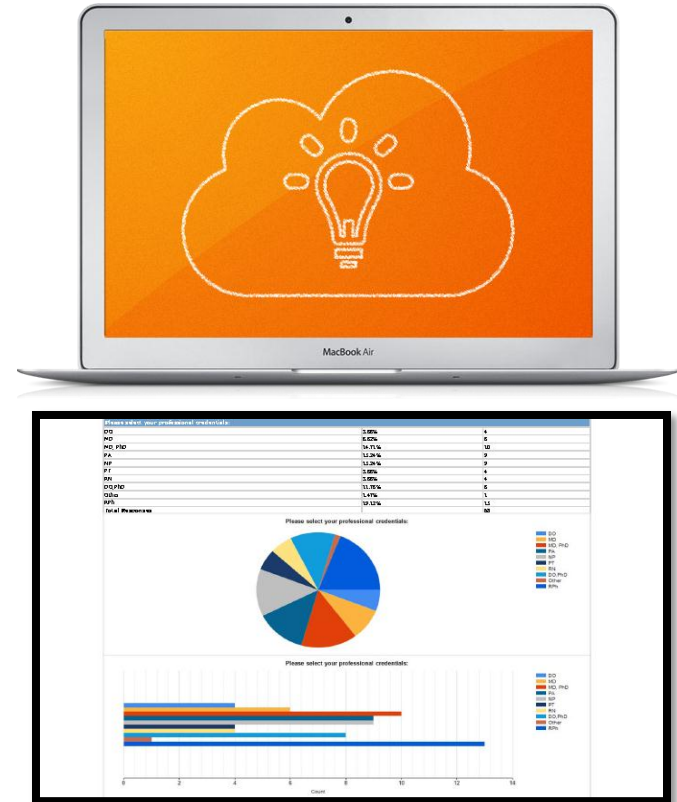
Data Flow Chart...



End-to-End Feedback Management

Your Information is Up in the Air...

- simple, easy to access reports on our secured web-based server
- all reporting capabilities are aggregated in real-time
- all data and reporting functions can be customized on demand honing in on a specific day...even the time of day to provide real-time “pulse” reporting needs
- data is stored locally only when connection to the internet is compromised...once the connection is restored, data is time stamped and pushed immediately
- Avius™ Insight Confidence Filter takes erroneous surveys and segregates the data so KPIs are not adversely effected
- Trend tracking of results to measure site progress
- True End-to-End Feedback Management solution organizing multiple sources of data

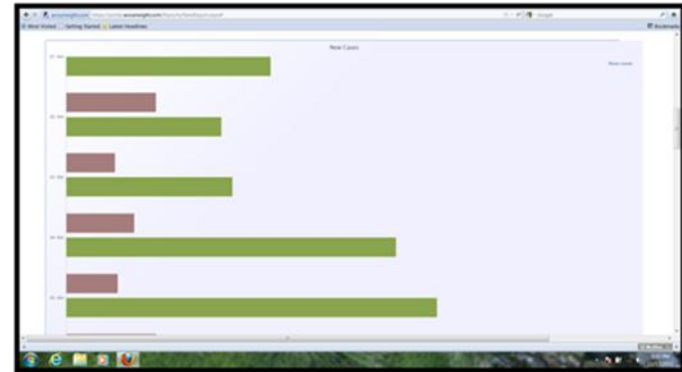


Cloud Computing You Can Trust...

Avius™ Optimus

Service Recovery in Real-time...

- Organize and prioritize multiple forms of feedback from any capture source: SMS-text, web surveys, touchscreen kiosks, iPad, email pushed surveys, etc.
- Respond and resolve situations in real-time utilizing existing onsite staff
- Track response trends and follow up on response performance issues.
- Are you limited in staffing? Avius can manage Optimus for you remotely by our trained staff.
- User interface is fully customizable and interactive.
- Social media integration: No more negative messages about your business left unchecked – have the power to respond back in real-time anywhere (Facebook, Twitter, etc) people are talking about your venue on World Wide Web.

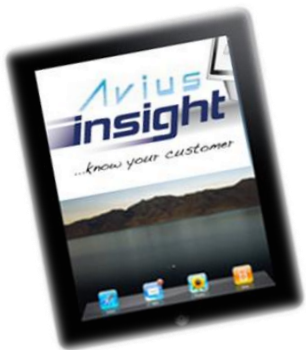


Fix it Before Your Guest Leaves - Building Loyalty is Easier than Ever Before...

AVIUS™ INSIGHT - want to learn more?

VISIT OUR WEBSITE

www.aviusinsight.com



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