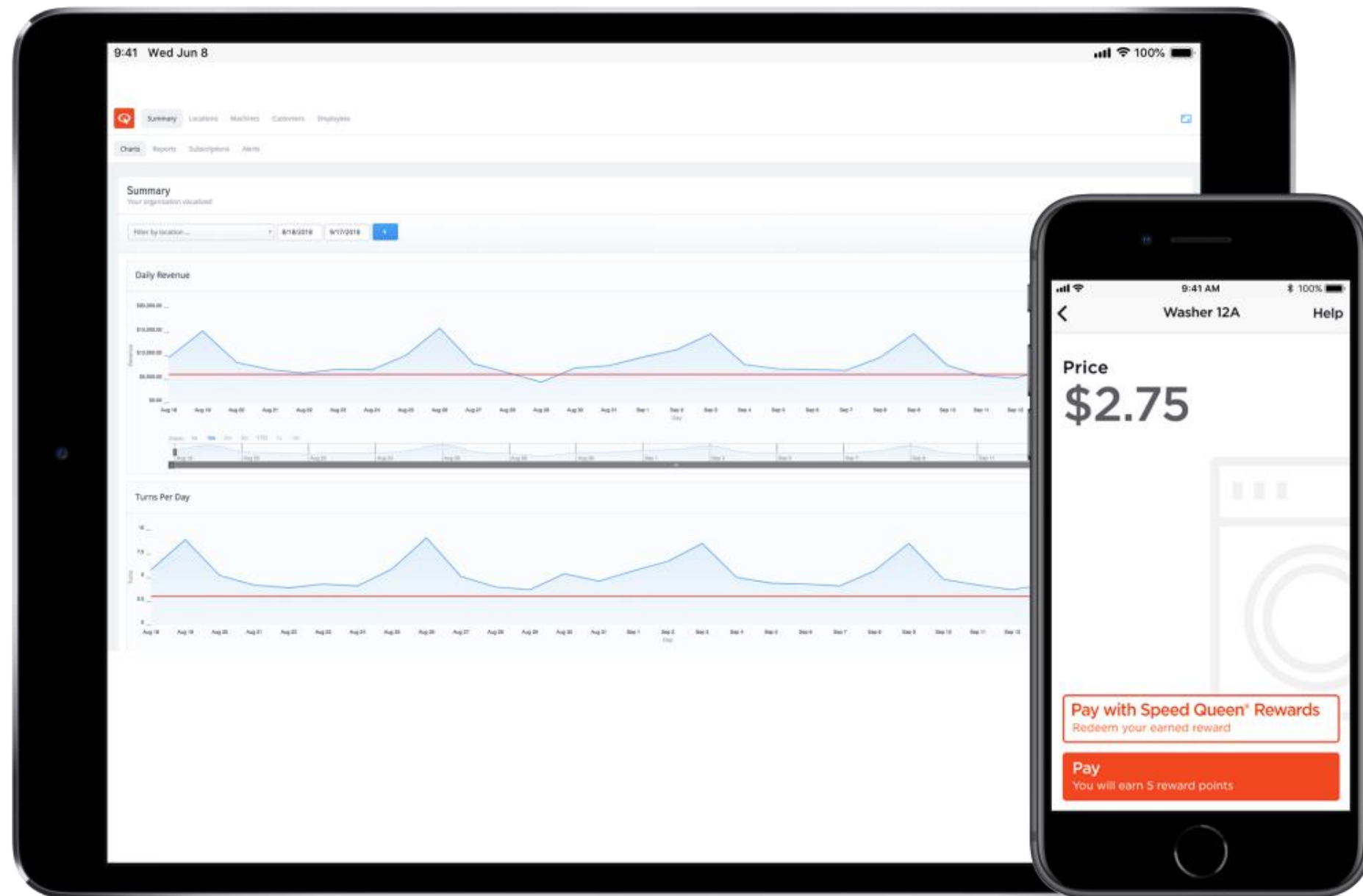# Speed Queen Insights

Accept mobile payments, control machines and manage your business from anywhere.

Speed Queen

Agenda

- Introductions
- What is Speed Queen Insights?
- Benefits to You & Your Customers
- Mobile Technology Trends
- How Insights Works -- Demo
- What to Order & Pricing
- Technology Support

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What is Speed Queen Insights?

Speed Queen Insights is the easiest way to accept mobile payments, control machines, and manage your laundry business from anywhere.
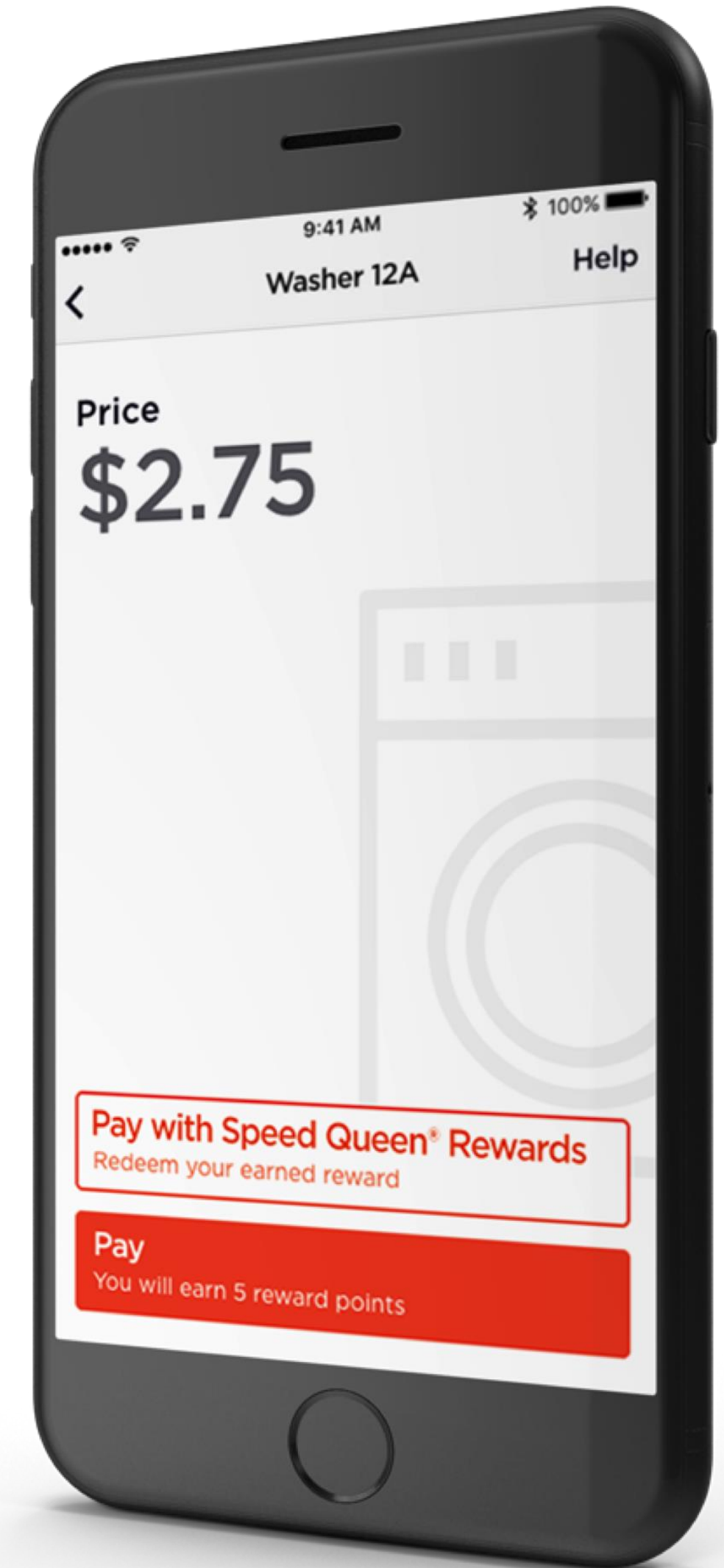
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How will Speed Queen Insights make your business more profitable?

Networking

- Quick easy access to data = better business decisions

  - Financial dashboard

  - KPI tracking

  - Revenue reporting

  - Utility tracking

  - Error tracking

Payment System

- App-based payments are convenient and drive customer loyalty

  - Higher revenue through float and in app upsells

  - Speed Queen Rewards

  - Customer data

  - Simple refunds

Disclaimer: Images shown for illustration purposes only. Actual screens may differ slightly.

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Mobile Adoption Drives Cashless Transactions

- 82% of people earning $50K or less annually own a smartphone vs 38% in 2011 (U.S.)

- E-commerce, mobile banking becoming the new norm

  - Mobile payments in the U.S. expected to grow from $1 Trillion in 2019 to $3 Trillion by 2020

  - 35% of smartphone users will use a mobile phone to pay at a physical point of sale (POS) at least once every six months (2018)

  - 47% of Walmart shoppers say they use Walmart Pay every time they visit – these are laundromat customers!

- Less cash means less risk

- Mobile payments = more data

- Smart local businesses are gathering & leveraging data to drive growth

amazon

9:41 AM   100%

← Introducing Walmart Pay

Walmart ⚹ Pay

Your phone makes the payment!

Pay in store with no wallet, no worry.

Use your saved gift, credit, and
debit cards safely and easily at

Mobile Apps Drive Rewards & Loyalty

Rewards rank 4th in overall drivers of brand satisfaction.
Price is not in the top 10.

94%

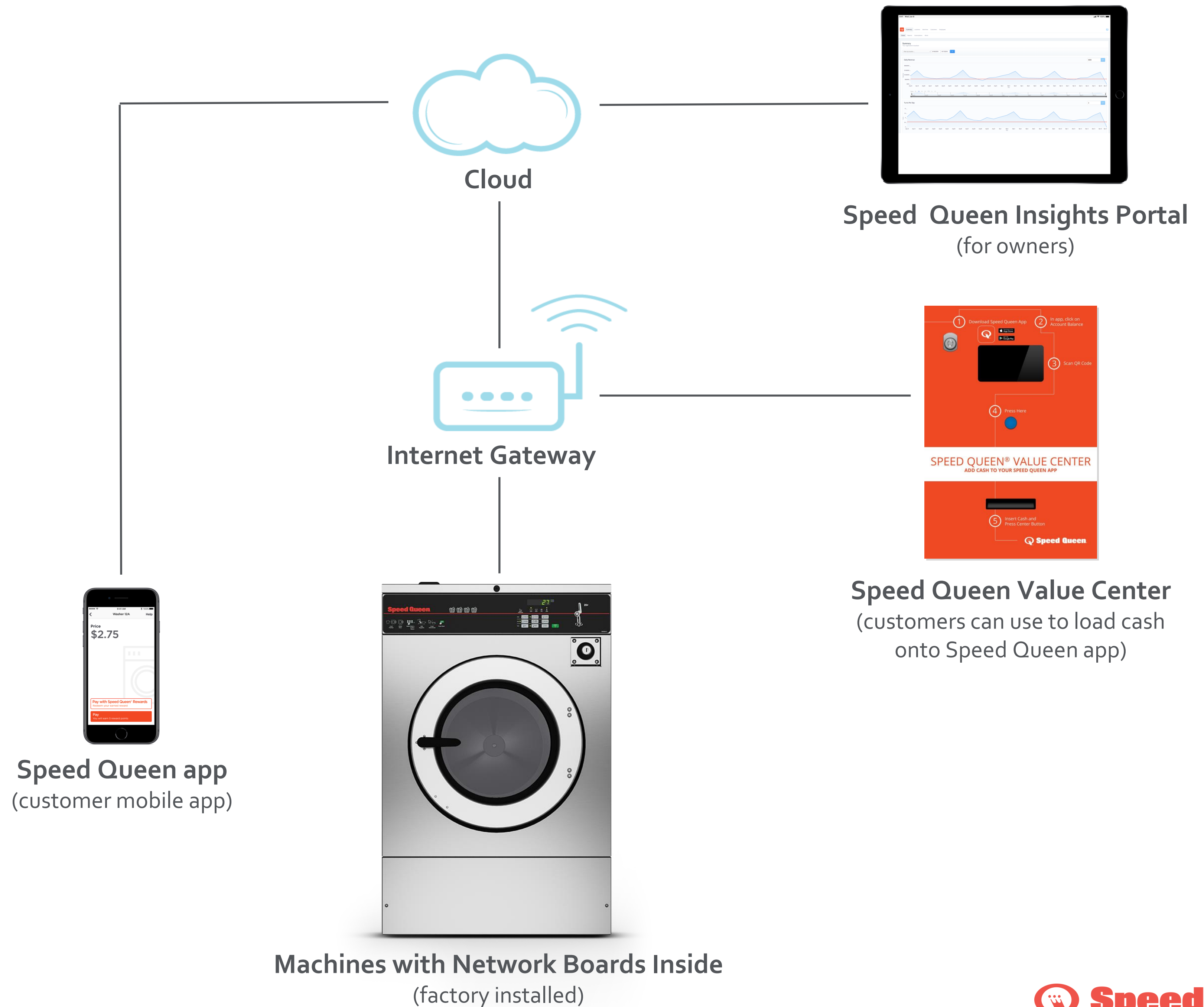of consumers would use mobile wallets if they could earn rewards.
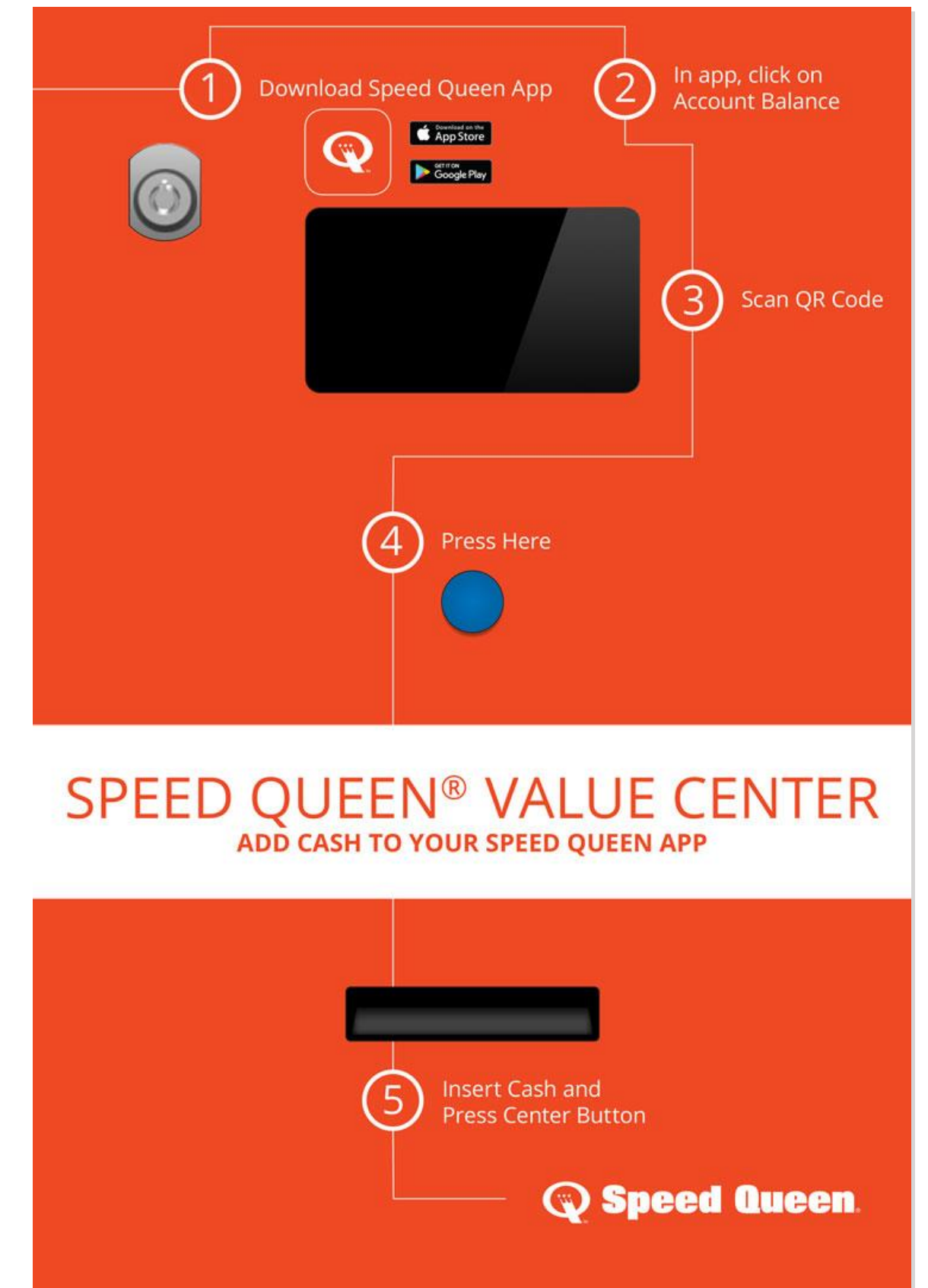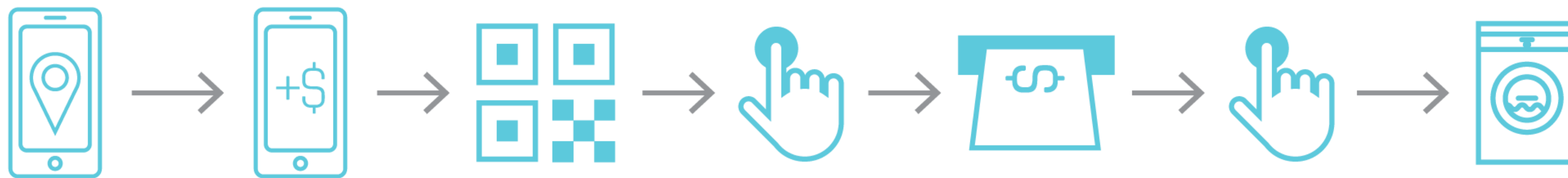
Drivers of Overall Brand Satisfaction

Quality of product/service
The brand needs
Consistency of product/service quality
The loyalty rewards program
Availability of products/services
Experiences at the brands are enjoyable
The brand treats me like a valued customer
Value for money
Customer service experience
Interactions with the brand are easy
Overall price
Communications received
Interactions with staff
Convenience and/or availability of locations
People I know are positive about the brand
People I know are loyal to the brand

■ Functional brand attributes ■ Experimental brand attributes

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SPEED QUEEN® INSIGHTS

How Insights Works

Cloud

Speed Queen Insights Portal
(for owners)

Internet Gateway

Speed Queen Value Center
(customers can use to load cash
onto Speed Queen app)

Speed Queen app
(customer mobile app)

Machines with Network Boards Inside
(factory installed)

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Speed Queen Value Center

The Value Center allows cash based customers to enjoy the convenience of the mobile app and earn rewards without using a credit card.
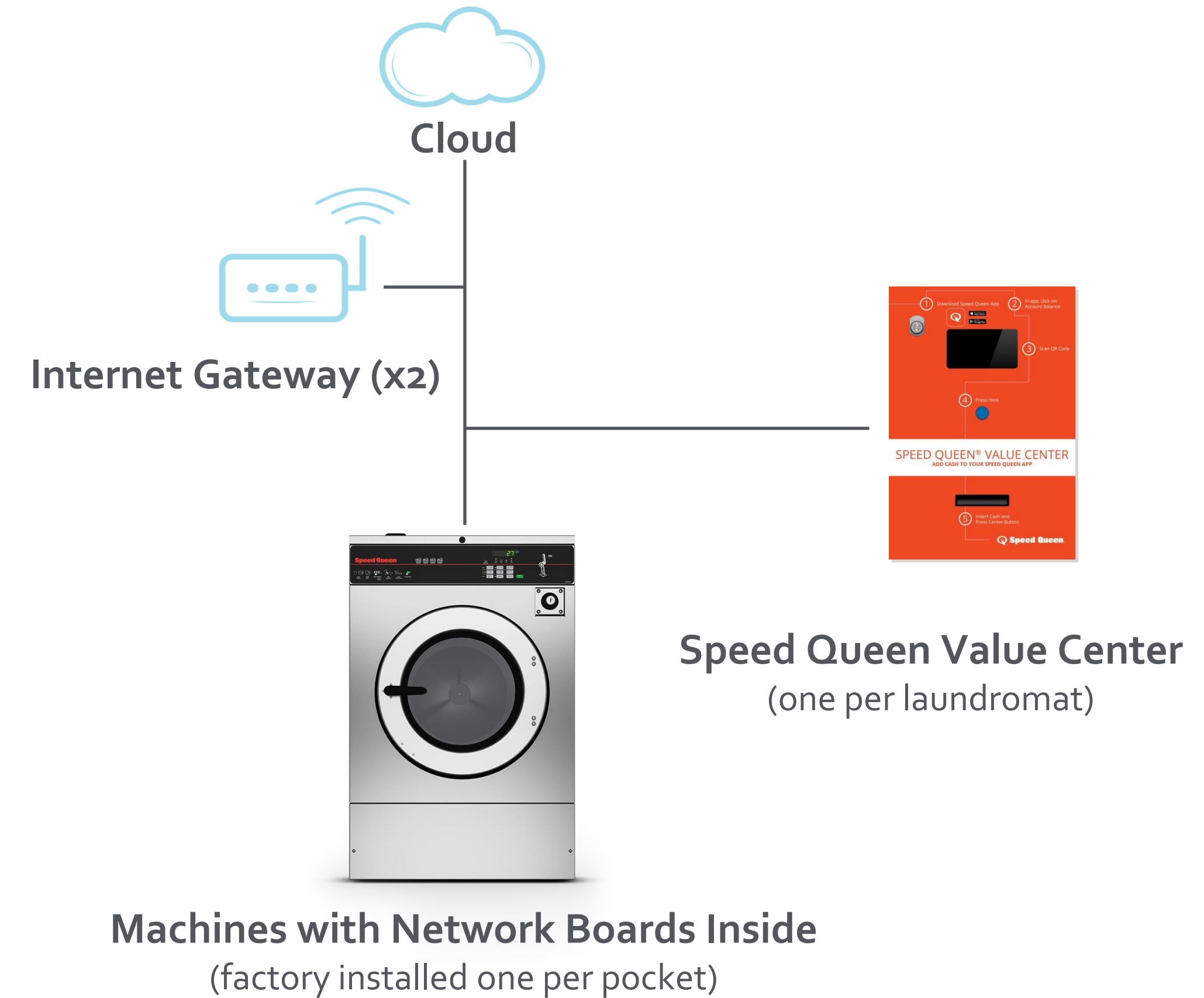
Accepts all major currencies.

SPEED QUEEN® VALUE CENTER
ADD CASH TO YOUR SPEED QUEEN APP

1. Download Speed Queen App
2. In app, click on Account Balance
3. Scan QR Code
4. Press Here
5. Insert Cash and Press Center Button

System Overview & Live Demo

Speed Queen®

Hardware – What's Needed

Networking with Payment

- Gateways - $395 ea USD
  - Two per store

- Value Center - $3,500 ea USD
  - One per store recommended

Networking Only

- Gateways
  - One per store

Cloud

Internet Gateway (x2)

Speed Queen Value Center
(one per laundromat)

Machines with Network Boards Inside
(factory installed one per pocket)

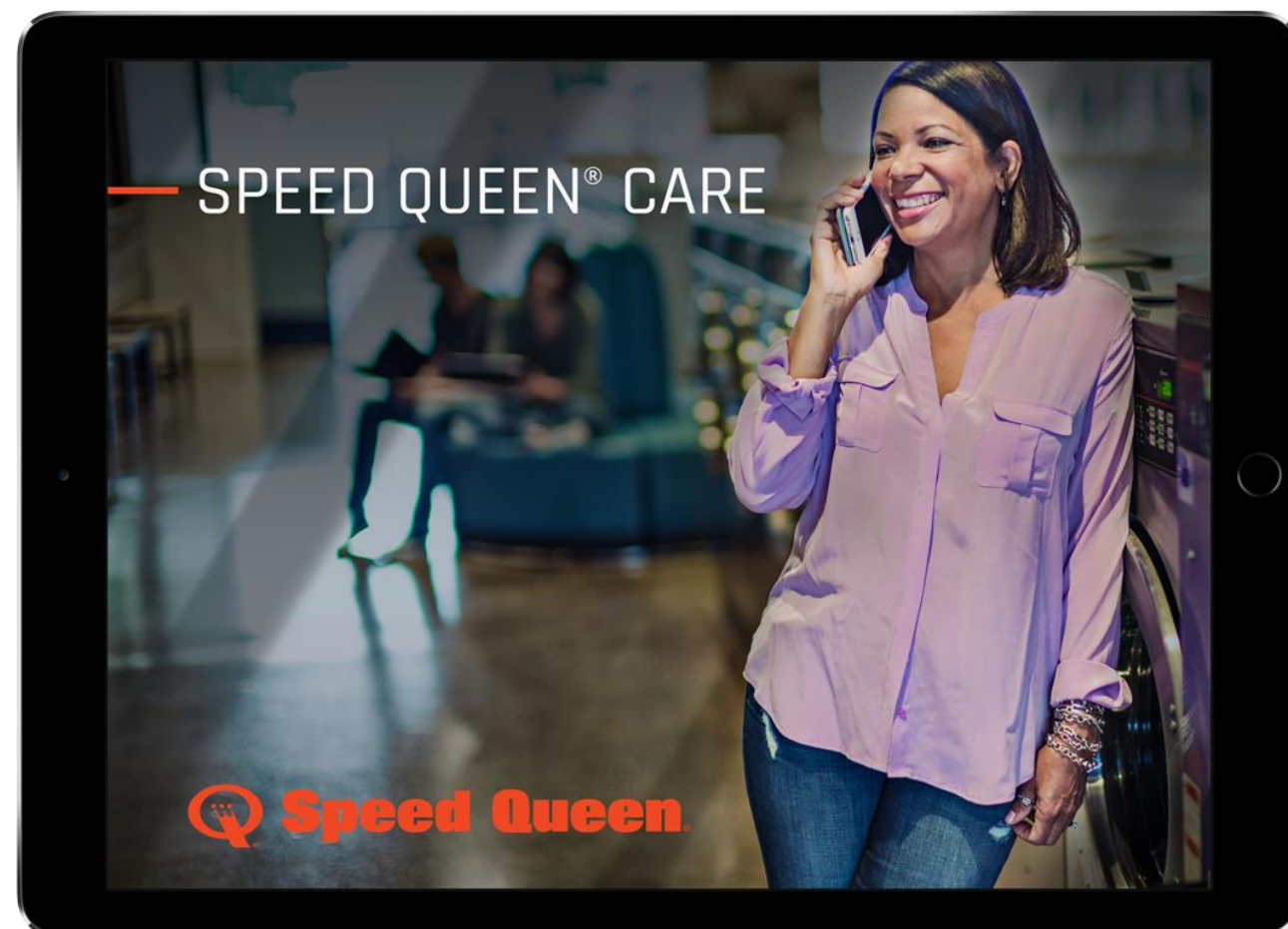**Minimal hardware keeps up front costs low and keeps setup + ongoing maintenance easy.**

Enable Speed Queen Care to activate networking + payments.

What is Speed Queen Care?

Speed Queen Care provides you with peace of mind and the best ownership experience possible for a low annual cost.

What's included:

- All of the demo features, plus...

- 24/7 support for you + your customers

- Automatic updates and upgrades as new features roll out – no risk of obsolescence

- Hardware coverage for network boards and gateways (with active agreement)

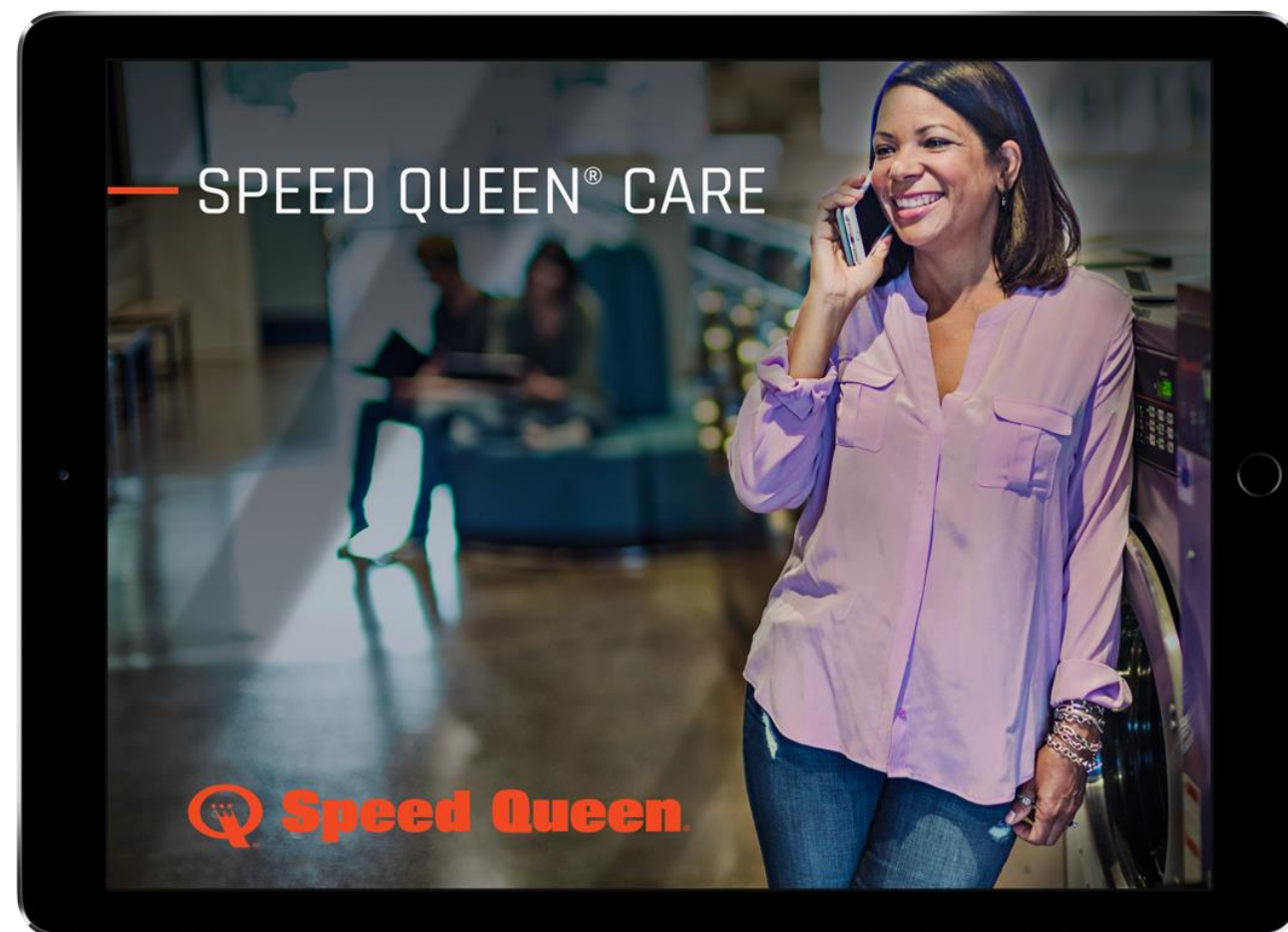- Product specialists to help with onboarding, best practices, marketing and more

$365/yr USD Networking + Payments* $100/yr USD Networking Only*

*In 2019, Speed Queen Care is included at no additional cost.

SPEED QUEEN® CARE

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Why Speed Queen Care?

SPEED QUEEN® CARE

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Technology is all around us and becoming increasingly important – it's not all about hardware anymore and the rate of change through smartphones is happening fast!

Through Speed Queen Care, you get access to the best and latest that Speed Queen has to offer!

Speed Queen®

Industry-leading customer support

We've assembled best in class technology experts and dedicated 24/7 support for you and your customers.

- Global technology center in Miami, FL

- In-house dedicated support team

- 12+ dedicated software engineers

- 2 field support representatives in North America, 6 globally

- 3 product specialists for pre-sale support, product management, and post-sale support

- 6 dedicated call center staff + email and webchat support team
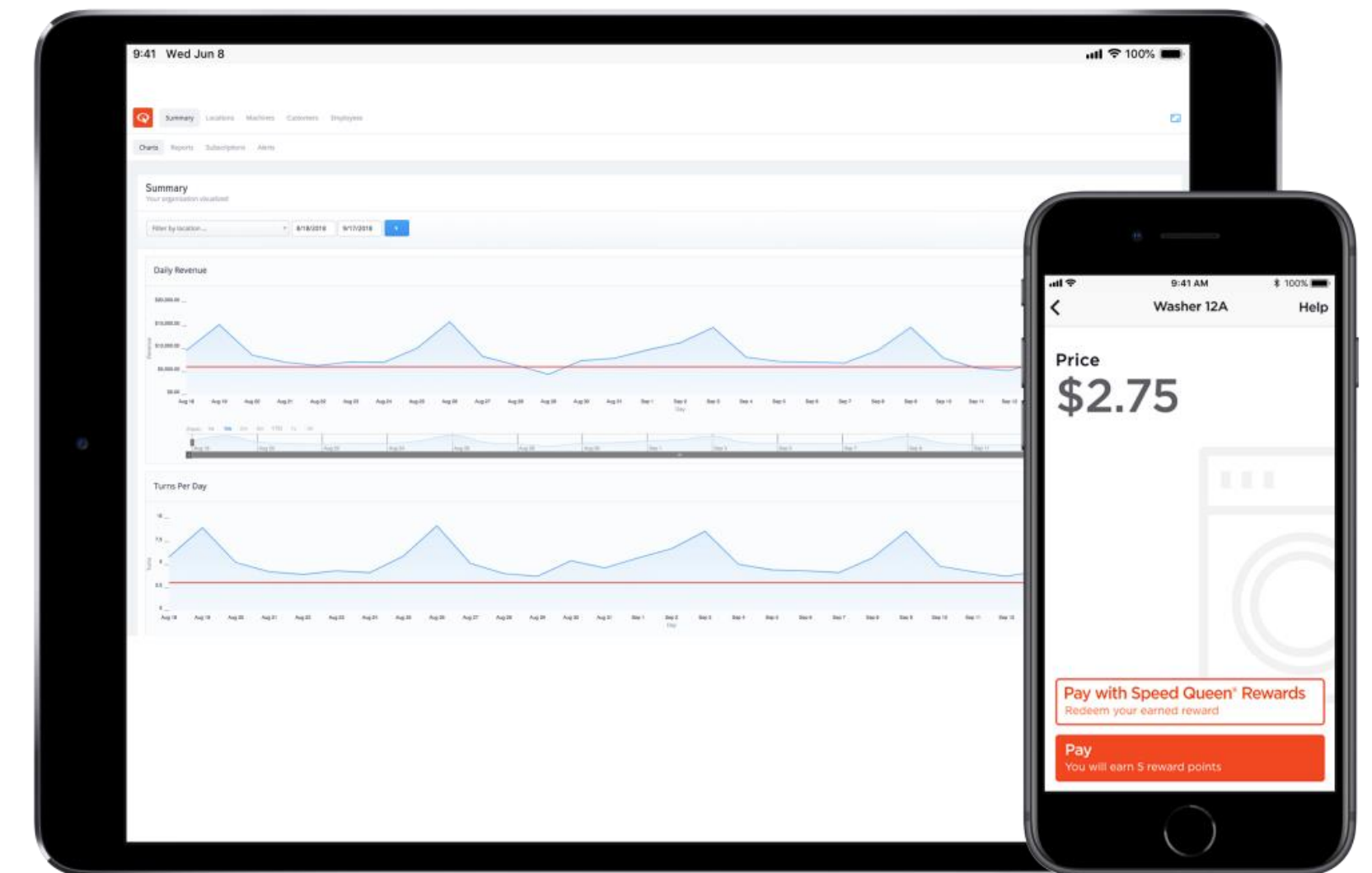

"The experience has been awesome"
Steve Brinks, Store Owner,
Insights Networking + Mobile Payments

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The Bottom Line

- Technology drives and enhances your store position in the marketplace and enables you to optimize your business and earn a premium

- We are your equipment AND technology partner

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Questions?

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Appendix

Reasons for Your Customers to Buy

More Profitable Business Via

- Highly scalable system (own more stores)

- Simple, cloud-based reporting

- Customer loyalty & incentives

Fully Integrated System

- Eliminates costly 3rd party systems

- Factory installed

- No risk of obsolescence

Speed Queen – Your Technology Partner

- Dedicated 24/7 support team

- Pre-negotiated credit card matching

- Industry experts with a consultative approach

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Equipment – Retrofits
Speed Queen Insights Must Have Quantum Gold Controls

Compatibility Guide

	Networking Only	Networking + Payment	
		Coin or Prep for Coin	Card or Prep for Card
Large Chassis	2012 and newer	2012 and newer	April 2018 and newer
Small Chassis	2012 and newer	2012 and newer	2015 and newer

For machine compatibility questions, please contact softwaresupport@alliancels.com.

Speed Queen.

Thank You.