

PRODUCT OVERVIEW **Self Service**



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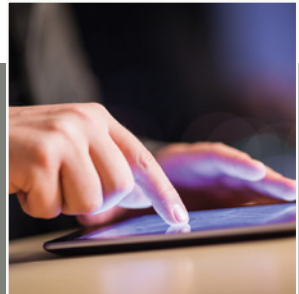
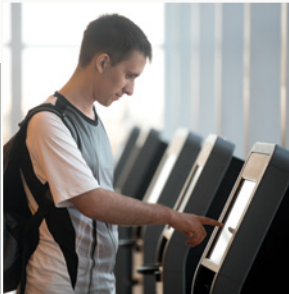
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Join the self-service revolution to
provide a leading user experience

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Self-service and automation are rapidly becoming an essential part of people's everyday lives. At Xn Leisure, we believe that the latest technology must be embedded into our products in order to perfect our service and remain at the forefront of the leisure industry. As technology becomes more accessible and user-friendly, the modern customer experience requires more rapid service access, greater user control and more effective digital management.

The self-service journey can take many different forms, from purchasing a membership or booking a class online via your mobile, through to providing fast access to facilities without queues. Xn Leisure's kiosks and check-in tablets provide a 'virtual receptionist' experience that allows you to reduce costs and increase efficiency.



What can the product do for you?



Online, mobile, tablet and kiosk solutions provide a simple one-stop solution, seamlessly guiding customers through the entire booking process. On arrival, customers can check in for a pre-booked course, class, activity and book additional sessions. All self-serve products use ergonomic, industry-standard technology supported by our proprietary Xn payment platform for a simple and secure experience.

Many businesses that we cater for have reported upwards of 70% self-service after installing our systems. Reception areas can be redesigned around a self-serve ethos using unattended or semi-attended systems, customer pods and self-service tablets, allowing for more efficient allocation of existing staff. Our comprehensive packages offer unrivalled features including online booking,

self-check-in, membership management facilities and integrated card payment options. We ensure that all our products adhere to an 'arrive, pay and play' workflow, ensuring that the customer's journey is as simple as possible.

Xn Leisure's solutions can reduce queues during busy periods, deliver a cashless system for increased security, minimise cash in transit and reduce paper consumption for an eco-friendly workplace. These advantages work together to create an efficient entry system and provide staff with more time to focus on customer service.

Self-service holds the potential to offer significant benefits by delivering the means to drive customer satisfaction, loyalty, and profitability upwards, through an efficient and enjoyable user experience.