



Touchmonitor Solutions for Restaurants and Hospitality Providers

- FAST FOOD
- FINE DINING
- POINT OF SALE
- SELF-SERVICE
- KIOSKS
- FRONT DESK
- OFFICE AUTOMATION



www.elotouch.eu



Touch: the perfect solution for dining out or sleeping in



The user interface for automated applications should be simple and intuitive. In those applications where both operators and computers are in constant contact with the public—such as the hospitality arena—it is essential that the interaction also is as smooth and as fast as possible.

Whether for ordering fast food in a franchise, communicating with the kitchen in a high-class restaurant, or booking bedrooms at the front desk of a hotel or motel, touch technology has proven itself to be the most natural interface between people and technology for hospitality providers.

Tyco Electronics' Elo TouchSystems business is a world leader in touch technology and provides touchmonitor solutions for virtually all applications in the hospitality environment:

- Point of sale (POS)
- Point of information (POI)
- Self check-in
- Self-service
- Kiosks
- System control and office automation
- Front desk
- Tourist information
- Ticketing

Our strategically placed international offices, together with a worldwide network of distributors, software providers, systems integrators, and kiosk producers, means hospitality providers benefit from a global reach with a local touch. We will work with you to seamlessly integrate our products into your total solution.

A touch of dining out: from fast food to finger food

In an industry where employee turnover is high, simplifying the POS operation is often a major issue. Fortunately, an Elo touchscreen's natural, direct interface not only helps reduce training time and operator error, it also enhances time-sensitive operations from the reservation area to the kitchen. In fact, touch-based systems do more than just accelerate customer processing.

More and more restaurants and fast-food chains are using touch-based systems to capture and analyze detailed transaction data, while building a comprehensive customer database to help them better manage their businesses. For many of our customers, a single touch-based system can analyze counter, delivery, and eat-in information, and handle timekeeping, labor scheduling, inventory control, management reporting, accounting, promotions, and marketing. In addition, a self-service kiosk can speed customers through the process and trim vital overheads.

The results are a faster, more organized service—and satisfied customers who keep coming back.

We have grown to become a leading supplier of touch solutions for the restaurant and hospitality markets through both our consistent application of flair and innovation and our intensive customer care—creating a company that is easy to do business with.



A touch of hospitality: hotels, motels, and lodging

Hoteliers and innkeepers benefit from the ease of use and simplicity of a touch interface in many of the same ways as their counterparts in the food service industry, and not just because many hotels offer a range of dining experiences. Elo touchscreens and touchmonitors are a natural fit for this environment because they make the training process fast and easy. And unlike a keyboard, which gets dirty and becomes less resilient over time, a touchscreen is durable over the long haul. Touch-based POS systems can operate in restaurants, bars, conference rooms, and even the pool areas and other revenue centers.

Our versatile touchmonitors help simplify complex or repetitive tasks and can be used to control property management, catering, and quality management, in addition to room management. Customer self check-in kiosks release vital staff to handle other tasks, with significant savings for the hospitality provider. Some hotels even place airline-ticketing kiosks in the lobby, and some airports place hotel reservation kiosks on the concourse. Both facilities use touch-based kiosks to provide tourists with local information, including maps of the area highlighting points of interest.

Elo touchmonitors are packaged in a range of sizes and different form factors designed to be placed on existing hospitality features, such as countertops, server stations, and kitchen areas.



Self-service and point of information

The touch interface is universal and can be used by anyone, regardless of language, education, or socioeconomic or cultural background. The natural, intuitive feel of a touch interface makes every user an instant expert.

A free-standing countertop or mini kiosk strategically placed in the hotel lobby, airport concourse, or customer dining area enables visitors to make their own choices about the services you provide, while helping to build customer loyalty and reducing employee overheads. Customers can use kiosks to check in and check out, order their own meals, make hotel and plane reservations, become acquainted with local tourist spots, and even book and collect movie tickets.

Kiosk touch products are available with a host of touch technologies. Elo's IntelliTouch surface-wave technology is extremely widely used for kiosk applications because of its clarity and resistance to scratches. SecureTouch technology provides an additional measure of resistance to breakage and vandalism because of its tempered glass construction. Elo's projected capacitive technology is the right choice for drive-through and outdoor kiosk applications that are exposed to harsh weather conditions.



Touchmonitors for POS



We can provide a sturdy, rugged touchmonitor for a casual dining environment or something stylishly designed to blend in with the décor of the finest dining establishment or hotel lobby. And when cost is the key criterion, our affordable 12", 15", 17" and 19" LCD touchmonitors provide a solution that will accommodate your budget. Our countertop/desktop POS systems can fit into less space with a smaller footprint than older cash register systems.

We offer touchmonitors with an array of integrated peripherals, along with HID and OPOS software compatibility that application developers require. Options include a magnetic stripe reader (MSR) and rear-facing customer display. Peripherals are always integrated ergonomically into the housing and designed to harmonize with the refined styling of the monitor.

Designed for touch



Elo monitors are designed for touch from the ground up, with fewer peripheral communication and power cables, ensuring space-saving simplicity and clean, easy installation.

- Full connectivity built into the monitor, including a USB hub
- Stable tilt bases that are removable or reversible for wall mounting, with mounting holes for countertop security
- Spill-resistant sealing
- Attractive styling from all angles, with cables hidden from user view
- Controls on the side rather than the front, with a lockout function

Space-saving touchcomputers



Our all-in-one touchcomputers offer a complete system in the same footprint as our touchmonitor. Silent, fanless, and with full connectivity, they provide the ultimate in stylish, space-saving efficiency and are equally effective for POS and self-service applications.

- Choice of solid-state embedded system or built-in hard drive
- Optional peripherals integrated in a compact design
- Four USB ports, two serial ports, Ethernet port, expansion slot, speakers, and mouse and keyboard connectors
- Choice of touch technology
- Removable base—all components in display head

Made to order for OEMs



We offer OEMs a range of touch technology components. In fact, Elo touch technology is implemented by more manufacturers of POS systems worldwide than any other. These technologies include the following:

- Elo's AccuTouch five-wire resistive, the world standard in POS touch technology
- AT4 four-wire resistive technology, which provides a cost-effective solution for small form factor applications, such as handheld devices
- Advanced CarrollTouch infrared, chosen by the world's largest manufacturer of POS systems
- Elo surface capacitive technology, for backward compatibility with existing systems

We can also design and build complete customized touchmonitors or build directly to your design specifications. Take advantage of our well-established supply chain and Asia-based controlled manufacturing processes to deliver customized quality while lowering your costs.

Sealed for public access



Elo rear-mount touchmonitors for kiosks are the industry's first sealed touchmonitors designed specifically for public-access kiosk applications. With a custom-designed chassis and sealed bezel surface, Elo's versatile rear-mount touchmonitors integrate easily into your kiosk design. We also maintain the fixed outside dimensions of rear-mount touchmonitors much longer than the average plastic-case monitor manufacturer, reducing the chance you will need to redesign your kiosk around a monitor component change.

Interactive digital signage

Bigger is better. Today, networked digital signage is attracting customers' attention everywhere. Large chains appreciate the benefits of multicasting information across locations instantly, as well as the possibilities of targeted narrowcasting of their message at scheduled times. Take your digital signage one step further with the interactivity of touch. We can produce both tabletop and rear-mount touchmonitors up to 32" and larger for your specialized application.



A kiosk on your countertop



Elo's countertop/desktop touchmonitors and touchcomputers are perfect for a wide range of hospitality kiosk applications for which cost, mobility, and flexibility are key criteria. Countertop/desktop displays can fit into just 25 to 50 percent of the footprint of a freestanding kiosk enclosure. Interactive displays can be easily moved around to meet changes in floor space layouts. Elo's countertop/desktop touchmonitors are packaged in different form factors designed to be placed on existing hospitality fixtures, such as shelving, countertops, a customer service desk, or a concierge station.

Choice of touch technology



NEW APR Acoustic Pulse Recognition. Breakthrough new touch technology that combines the optical quality and wear resistance of glass touchscreens with the stylus flexibility of resistive screens.



AccuTouch five-wire resistive. Activated with fingernail, gloved hand, credit card, or any stylus. Keeps working with splashes, food, and grease on the touchscreen. Stands up to aggressive cleaning.



CarrollTouch infrared. Highly durable, superior optics, sealed against liquid splashing.



IntelliTouch surface wave. Its pure glass construction is the ultimate in image quality and durability. Excellent for fine dining and self-service applications.



SecureTouch surface wave. Provides an additional measure of resistance to breakage and vandalism because of its tempered glass construction.



Elo surface capacitive. The choice for those who require comparable functionality with existing systems.



Elo projected capacitive. For outdoor applications exposed to harsh weather conditions and possible vandalism.

A leading worldwide company

We have expanded our position in the restaurant and hospitality markets by proving ourselves every day—from the small details of design to quality demonstrated in lower total cost of ownership (TCO) and return on investment (ROI) over the product lifecycle. Moreover, we are in your time zone, speak your language, and can deliver quickly from regional warehouses. We are there when you need us.

Tyco Electronics' Elo TouchSystems broad portfolio of touchscreen technologies, touchmonitors and touchcomputers, are specifically designed for the demanding requirements of diverse applications. Elo has been recognized as a global brand leader in touch technology since inventing the touchscreen over 35 years ago.

Tyco Electronics Ltd. is a leading global provider of engineered electronic components, network solutions and wireless systems with customers in more than 150 countries. We design, manufacture and market products for customers in industries from automotive, appliances and aerospace and defense to telecommunications, computers and consumer electronics. With over 8,000 engineers and worldwide manufacturing, sales and customer service capabilities, Tyco Electronics' commitment is our customers' advantage.

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Getting in touch with us is easy

Find out more about our extensive range of touch solutions.

Visit www.elotouch.eu today and discover the perfect solution for your restaurant or hospitality application. Or simply call the regional headquarters nearest you.

Corporate Headquarters

Elo TouchSystems, Inc.
301 Constitution Drive
Menlo Park, CA 94025-1110
800-ELO-TOUCH
Tel: 1-650-361-4700
Fax: 1-650-361-4747
eloinfo@elotouch.com

European Headquarters

Tel: +32 (0)16 35 21 00
Fax: +32 (0)16 35 21 01
elosales@elotouch.com

Asia-Pacific Headquarters

Tel: +81 (45) 478-2161
Fax: +81 (45) 478-2180
info@tps.co.jp

Latin America Headquarters

Tel: +1 305-428-5210
Fax: +1 305-717-4909
eloinfo@elotouch.com

www.elotouch.com

www.elotouch.eu • www.elotouch.co.uk • www.elotouch.fr • www.elotouch.de
www.elotouch.com.ar • www.elotouch.com.br
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