



VQueue Solution

Who we are...

Xpertnest is a startup company incubated with IARI – Indian agriculture research institute (One of the premier institutes in agriculture domain and government of India's agriculture research arm). Xpertnest is already recognized as a startup by DPIIT (Department of Promotion of Industries and Internal trade). We are providing services to Tier 1 operators & clients (few from fortune 500) across UK, Europe, US & India.

Our Capabilities:



Cloud Solution Development

Forwarding thinking, cutting edge cross platform cloud solutions to create more value for customers - maximizing customer opportunities needed to gain business values.



Data Management

E2E Data Management solution covering Modelling & Data governance strategy, Master Data management, BI, Analytics & Visualization, Data Quality monitoring



AI & Machine Learning

Applying advance machine learning and deep learning to get real time prediction and advance analytics.

IoT & Advance Automation



IoT software and hardware, Image processing, video processing, developing communication protocols, object segmentation, tracking and various other advance automation

Analytics & Insight



Data Analytics and visualization using latest tools and technology to generate valuable insight from business data. Enable business to generate value from data and drive changes.

Network Management & Support



Large scale network transformation and migration, data center move, network design implementation and optimization.

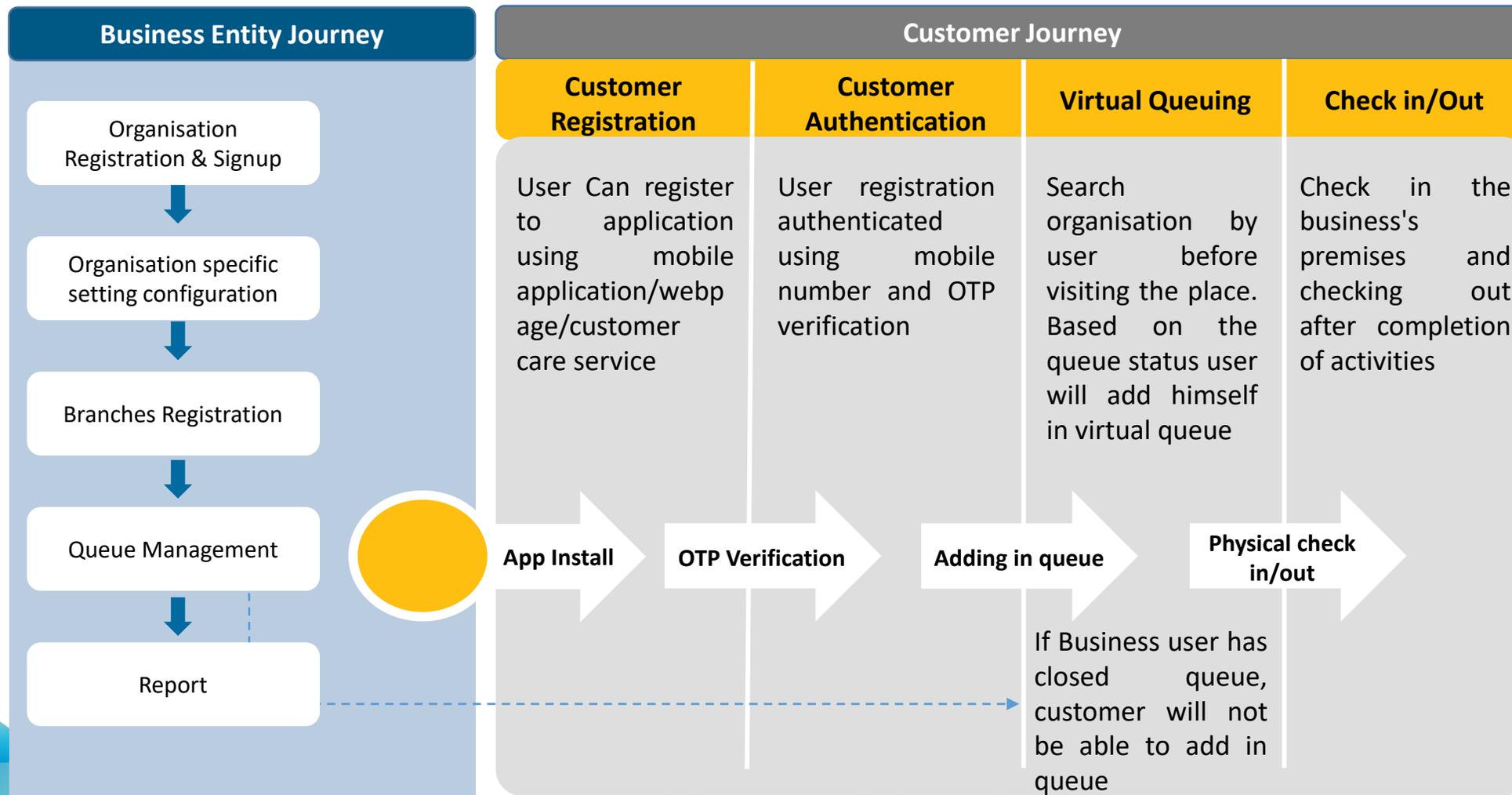
Application Support & Maintenance

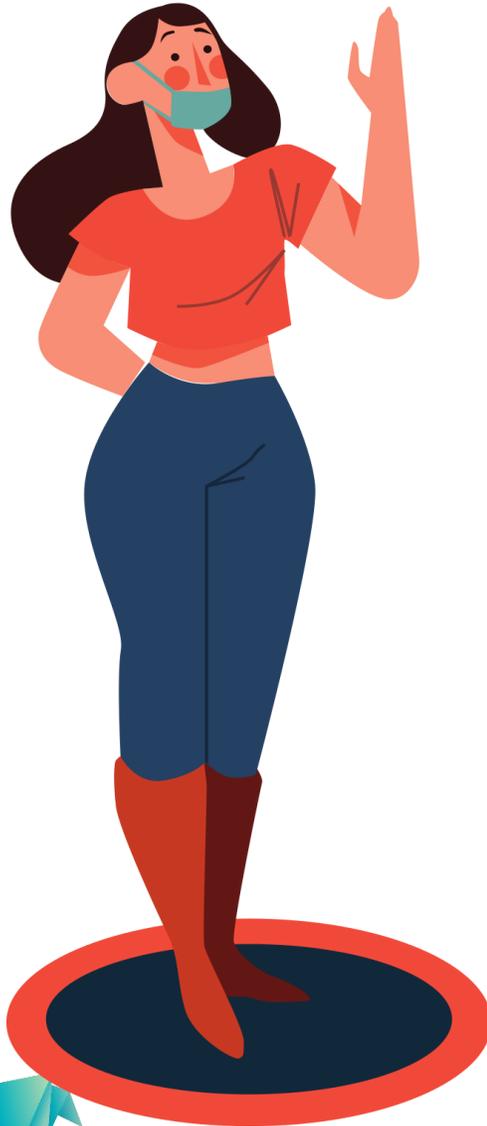


L1 to L4 application support with flexible onsite/offshore model. E2E application management and continues improvement.

About the VQueuing

VQueuing is a platform that bring business and customer on a same platform. It allows both the entity to virtually pass on the messages. So, for any direct customer facing organization, VQueuing provide a platform to initiate digital journey. Solution help small business owner like shopkeepers, grocery stores, dairy product stores to create safe environment and maintain social distancing by allowing customer to add in the queue before physically coming to the shop. The solution also helps enterprise level business who are facing customer directly. Organisation like banks, mall, hotel, restaurant and other can reduce the risk of disease spreading.





Social distancing saves Lives

Key to reduce risk of getting infected in current situation is social distancing. The COVID-19 pandemic continues to evolve. People and industries are focusing on efforts to return to work, while addressing key changes in method of working. Organisation need risk management tools to create safe environment for team and client/customer visiting premises.

We can help organisations in creating this added safety layer in the current environment. Virtual queuing is the key for managing customer journey.



Queuing for customer

Most of the customer facing organisation lacks the system in which customer know about current traffic in organisation's premises. In current case, it is necessary for organisation to manage queuing so that chances of infection remains low and customer are safe.

Our solution support queuing option at premises level. It will help in customer traffic management. So for an example, if any bank having multiple branch at different location, solution help in managing and regulating traffic at each branch level. This can be used at mall, bank, restaurant, offices or any premises accepting customer directly.

This also help customer to save time. All the customer can check the queue number and plan visit accordingly.



Information to Customer

During the current situation, customer facing organisation has to update the customer about the in-premises situation. So if organisation wants to stop people from coming to the premises and adding queue, there is no solution available as of know.

We can help organisation to inform all the customer about the present in-premises condition. Organisation can stop the queue, and restrict any customer from adding themselves in queue further. This help in reducing the traffic within premises. This also provide real time information for any customer.

Cost effective solution as compare to SMS.



Reduction in customer waiting time

Waiting time influence the customer satisfaction and post purchase behaviour. In a waiting line system, managers must decide what level of service to offer. A low level of service with higher queue may be inexpensive, at least in the short run, but may incur high costs of customer dissatisfaction, such as lost future business and actual processing costs of complaints. A high level of service will cost more to provide and will result in lower dissatisfaction costs.

We can help organisation in reducing customer waiting time. We enable any organisation to create virtual queue and help customer to stay at home more time. Customer can take decision based on travel time and queue number.



Customer traffic planning

Organisation will know the future traffic of people. So organisation can prepare according to it. This enable organisation to plan resources and improve the response mechanism.



Easy to use and available for all size of organisation

Our tool is easy to use and available for all size of organisation. Any individual shop owner can use tool without any additional cost. It can also useful to the large mall or bank or restaurant. So any size of organisation can use this.



Thank You

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