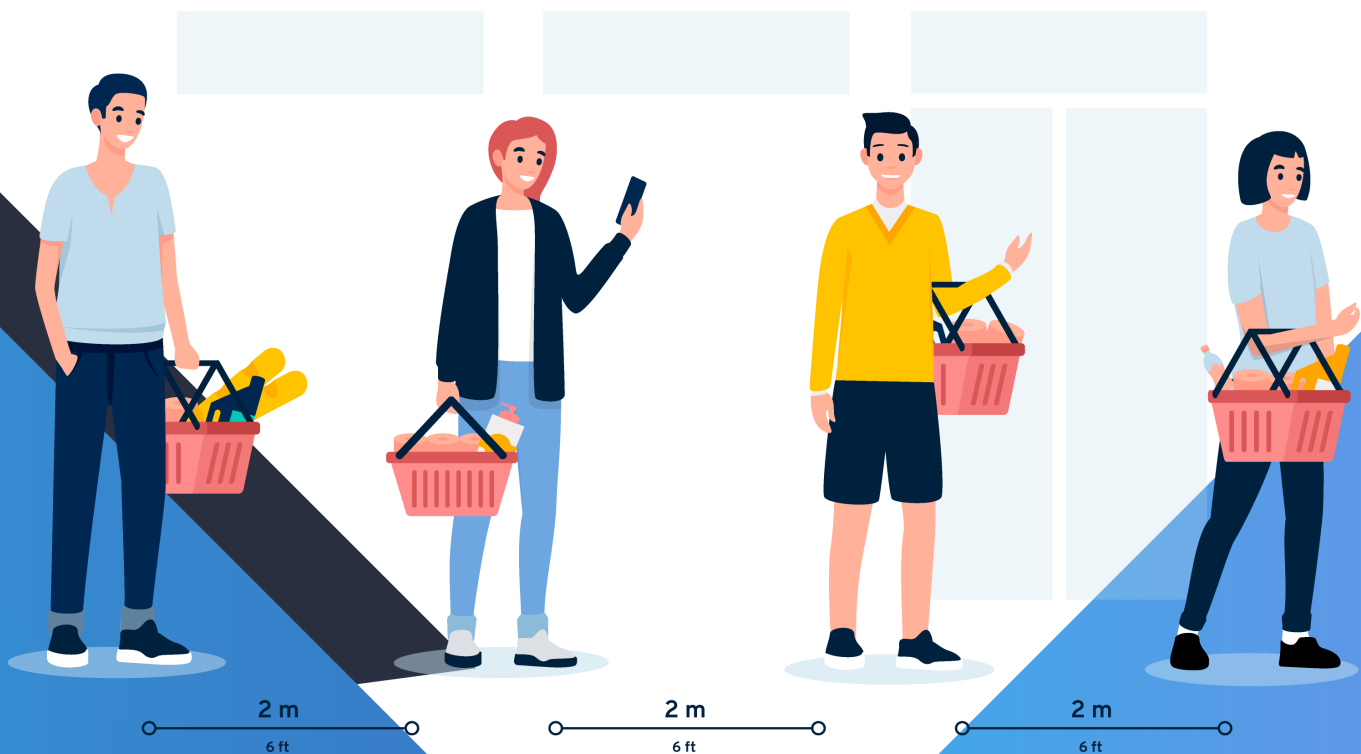


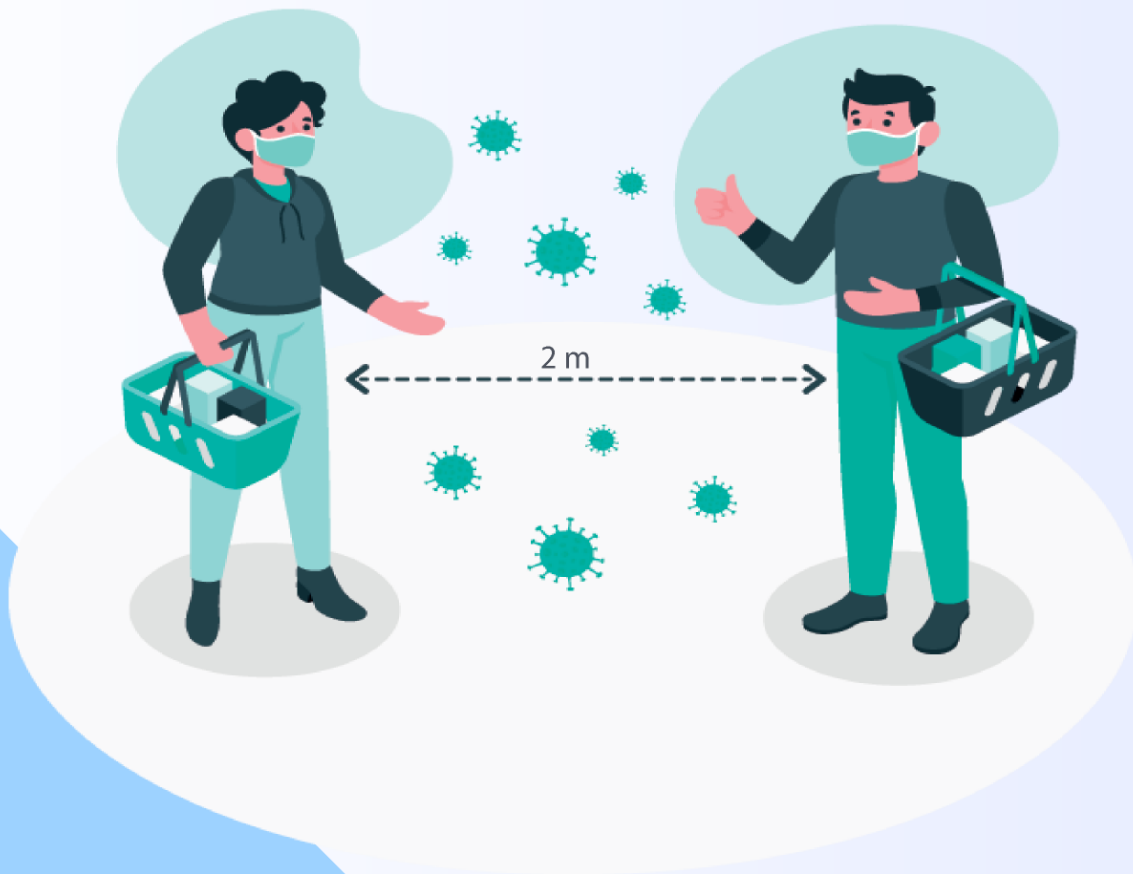
Q-edis Queue Management

A platform for secure citizen flow management in Public Services.



Rebooting the Public Services

The resumption of economic and social activities after the advent of the current global pandemic can only be effectively achieved if it becomes safer for both public employees and citizens. Physical distance is a prerequisite for a smooth reintegration into the normal rhythms of social and economic activity.



Government, targeting the successful resumption of its operation, is required to resolve three key issues related to physical distance:

01

The number of citizens inside the Public Service

The number of citizens during inside the Public Service must be monitored and controlled systematically, as it is limited and calculated based on its area (square meters). The number of citizens entering and leaving the Public Service must be recorded in order not to exceed the permitted limit.

02

Queuing at the entrance

Reducing the number of citizens inside the Public Service may create queues at the entrance, increasing the risk of spreading the virus and significantly reducing the citizen service experience.

03

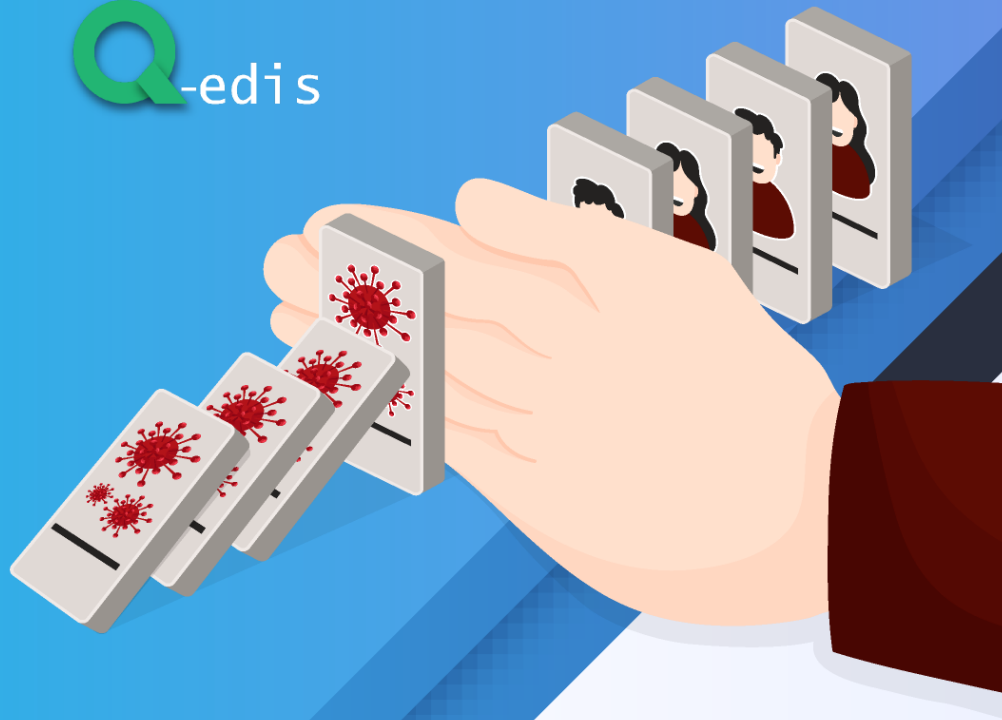
Redirecting citizens to other channels

A website, a call center or another nearby branch office of the public service. Public Services need to redirect a number of citizens to online solutions or other channels in order to reduce as much as possible the physical contact.

Q-edis

The Q-edis platform provides a complete and easily applicable solution.





Expected Results

Current data provided by the scientific community show that, through optimal queue management, the possibilities of spreading Covid-19 can be significantly reduced due to limited physical contact time and a limited number of people inside the Public Service. The overall experience is improved as citizens can remotely register in the queue in an easy way and can be notified of their arrival time, improving both health safety as a whole and waiting times.

In addition, after the end of the pandemic period, our lives and our social habits will not be the same. Citizen health safety will be more important than ever. Redirecting to other channels is expected to lead citizens to increasingly use the digital services. The digital queue for many services in Public Services (such as receipt of public records and other internal services) will help Public Services themselves ensure the safest environment for citizens.



The Q-edis platform provides the following solutions:

Crowd control management in the Public Service.

For each Service, a digital queue with a maximum number of citizens is defined and it is not allowed to be exceeded. Through a mobile app each citizen who enters and leaves the service area is recorded.

Queue management at the entrance

Citizens can register on the digital queue on the spot or remotely and will be notified when their turn comes (e.g. via SMS or e-mail).

Redirecting to other channels

The digital queue platform can be used to service citizens through alternative channels (digital service, call center, mobile app, etc.)

