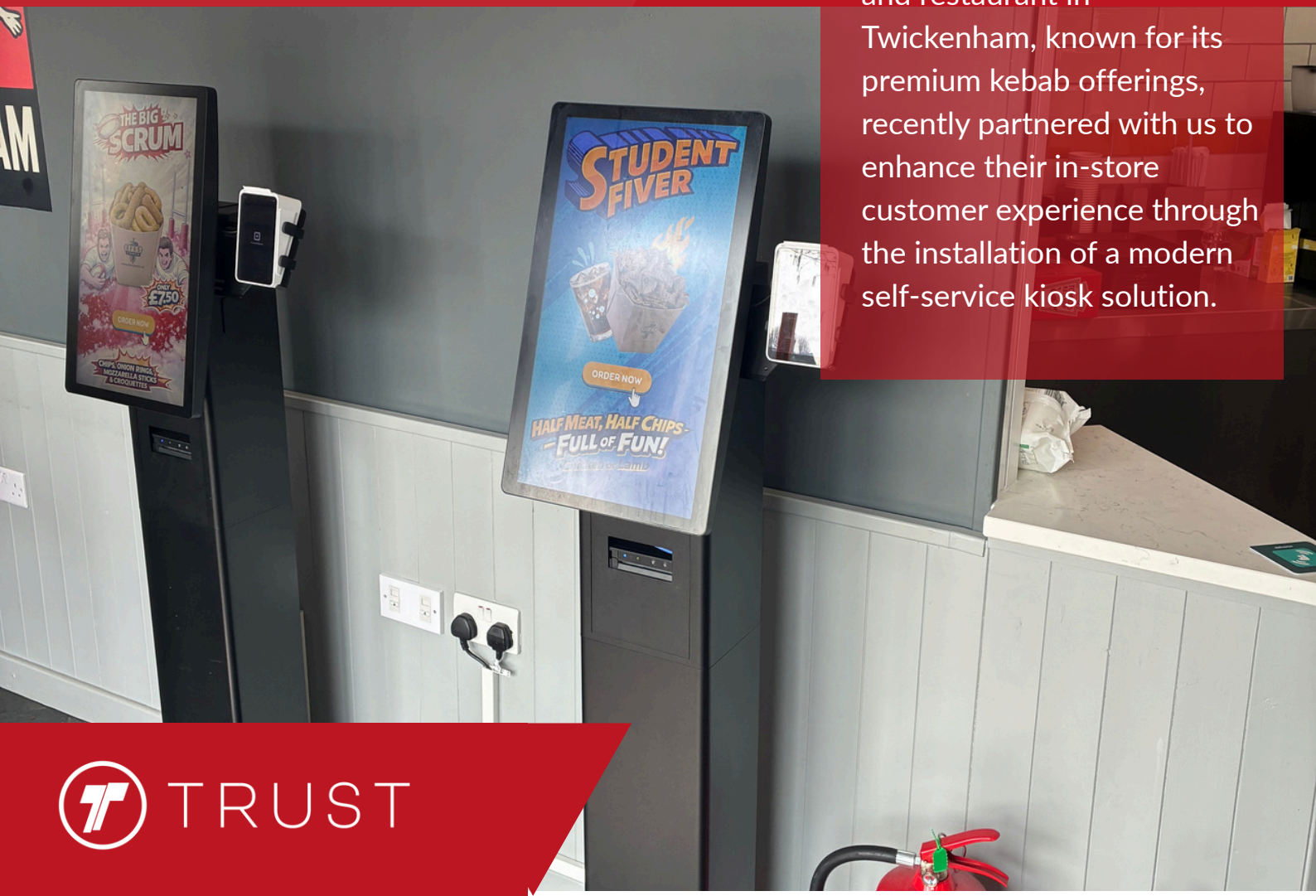


CASE STUDY

Enhancing Speed, Accuracy, and Experience with Self-Service Kiosks.



A high-end Turkish takeaway and restaurant in Twickenham, known for its premium kebab offerings, recently partnered with us to enhance their in-store customer experience through the installation of a modern self-service kiosk solution.



CASE STUDY

Enhancing Speed, Accuracy, and Experience with Self-Service Kiosks for Efes

The Challenge

The client sought to:

- Reduce customer wait times
- Improve staff efficiency
- Create a seamless, modern ordering experience

With limited space and a high customer turnover, they needed a solution that was both space-efficient and scalable for future locations.

The Solution

We collaborated with key partners to deliver a fully integrated, outdoor self-service kiosk system. The kiosk selected was the indoor Kiosk, designed for durability and ease of use in high-traffic environments.

- Screen
- Housing
- Content Management
- Managed Service

Our role as the installation and design partner was to:

- ✓ Conduct an on-site consultation and space survey
- ✓ Provide store layout and customer flow recommendations
- ✓ Demonstrate backend integrations with Square ePOS
- ✓ Manage the design and installation process end-to-end

“I’m really happy with Trust. During the installation, they turned everything around in just one day. They listened carefully and were able to resolve any issues very quickly. Even when a problem with a screen arose, they responded promptly and worked with us to get a replacement sorted.”

Murat Merdoglu
IT Manager
Efes

Referred through our partnership with Square, recognising our:

- ✓ Trusted integration capabilities with Square’s ePOS system
- ✓ Strong relationships with hardware and software partners
- ✓ Proven track record in delivering scalable, efficient kiosk solutions

Implementation Process

- 1 Consultation & Site Survey:**
We assessed the space and customer flow to optimise kiosk placement
- 2 Design & Demonstration:**
We showcased backend integrations and proposed layout designs
- 3 Installation Planning:**
A streamlined process led to a quick move to purchase order
- 4 Deployment:**
Installation is scheduled for late July to early August, pending final flooring work

Contact Us:

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