



Dinggly® 

The world's smartest call for service systems



PG1: Michael

ACCEPT

00:10

Dir

12:14

WRISTPAGER V1.3.1

# DINGGLY IS DIFFERENT

Paging just got a whole lot smarter.

Introducing Dinggly. Call button and tablet based messaging systems, working over your existing wi-fi network.

Dinggly uses the latest technology to bring paging right up to date:

- familiar, user-friendly interfaces ensuring easy implementation and adoption
- intelligent features to improve productivity, like CallGrab™ and operational alerts
- detailed performance statistics to keep you on top of your service

Dinggly brings you paging...and a whole lot more.

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# BRIGHT AS A BUTTON

With Dinggly call buttons service is just a discrete button press away.

Dinggly helps deliver a quality, innovative service experience. The buttons log and prioritise requests for attention. Customers can relax knowing they'll be served promptly and fairly.

Putting extra call buttons in areas not fully serviced, like a lobby or garden, allows ordering without those areas being constantly staffed. Service coverage can be greatly increased in a cost effective manner.

Via smart receivers, serving staff and management can see exactly which tables have requested attention and in what order.

Dinggly's unique CallGrab™ feature allows staff to 'grab' a request for themselves, advising all other team members. This prevents multiple people converging on one call.

Interchangeable rings mean Dinggly buttons can easily be customised to match your colour scheme. Custom printing and even functions are possible with sufficient quantity.





Dinggly® 



Booking.com



OpenTable



## BUILD YOUR REPUTATION

Fully featured Dinggly buttons ask customers to rate their experience directly (and privately) with establishments. Guests simply rate by pushing the appropriate symbol as they request their bill.

It's an unbiased, universal sample of opinion.

Because Dinggly tracks all of this feedback in real time, it provides an unmatched level of insight into customer opinion: by location, by time and by server.

Low ratings can automatically trigger alerts to a designated member of staff. This gives the opportunity to redress any issues with customers before they get their bill and before they leave the premises.

With Dinggly, operators are able to manage any shortfalls in customer experience as they happen, helping to maintain loyalty and protect and enhance an online reputation.

# RING TIME ON YOUR BELL

## *Still using a bell to signal that orders are ready?*

Dinggly is not just about customers requesting service. It can alert servers when food or drinks orders are available for collection.

It's extremely cost-effective because it runs across the same Dinggly system. The only additional cost is extra buttons (often only one!).

This means kitchen and bar staff are able to alert the relevant people just by pressing their button. Messages arrive via wrist receivers.

Should you choose, when staff collect the orders they cancel the instruction with an iButton and identify themselves. So as well as creating a vital link between the kitchen and serving staff, Dinggly can tell you how long orders are left waiting and which servers are the most and least active.







☰ ● KITCHEN Dinggly

### KINGS ARMS

Bar10	Bar11	Bar12	Bar13	Bar14	Bar15
Bar16	Bar17	Bar18	Bar19		Lg1
Lg2	Lg3	Lg4	Lg5		Lg7
Lg8	Lg9	Out21	Out22		Out24
Out25	Out26	Out27			

# SOPHISTICATED SIMPLICITY

Call buttons have many advantages. They need little or no explanation, can be put wherever you choose and are inexpensive.

However, sometimes a little more functionality is required, and that's where Dinggly's tablet solutions fit in.

Using tablet computers as Calling Stations, multiple pre-set messages can be sent to staff pagers. Dinggly's CallTrack™ feature lets you see when messages have been sent, received and accepted (or rejected) by staff. No more waiting doubtfully for somebody to turn up.

Calling Stations also enable text messaging, so a message to a team of staff can have unique text added. For example, alerting conferencing and banqueting staff that desserts are running 10 minutes late.

Dinggly's tablet-to-receiver solutions have a wide range of uses, including: hotel meeting rooms and receptions, education, retail, even opticians and dental surgeries.

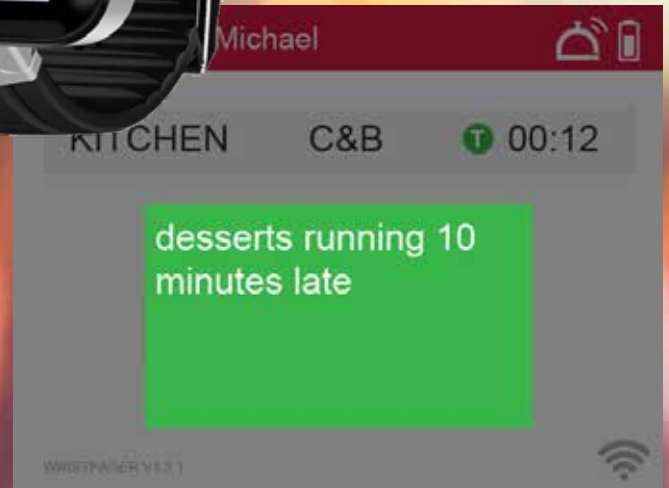
# SMARTER RECEIVERS

Dinggly uses smartwatch based receivers. With high quality displays and a familiar touchscreen function they are a pleasure to use and highly intuitive.

They come with a wealth of useful features:

- Login: you don't need one receiver for each member of your team. And you don't need to remember who has which receiver number. Your staff simply login in their name.
- Profile: every member of staff has a profile, assigning them to receive only the relevant message types. So no being bothered with unnecessary messages.
- CallGrab™: Allows an individual to 'grab' a request for themselves by swiping across a message. It advises all other receivers and prevents multiple staff converging on one call.
- Text message receipt: Messages can carry simple text attachments which, when touched, reveal messages.

Smart receivers will stay charged for a 8 hour shift. Multi-charger(s) are provided to allow 6 units to be recharged at any one time.



Hi Sarah

Installation  
Windsor Inn  
Marlow House

Windsor Inn

Last 14 days

Area  
All areas  
Restaurant  
Lobby

## Key performance indicators

#	Server	Num of Service Calls Attended	Num of Bill Requests Attended	Average Waiting Time Service	Average Waiting Time Bill	Ratings *	Ratings **	Ratings ***	Num of Orders Collected	Average Time to Collect Order
1	Ennio Merino	154	185	00:02:14	00:02:45	58	68	59	95	00:00:37
2	Jung Haro	170	180	00:02:25	00:02:21	63	43	52	86	00:00:42
3	John Deep	174	129	00:02:40	00:02:13	46	38	55	74	00:00:43
4	Anthony Hopkin	176	189	00:02:26	00:02:24	68	52	68	92	00:00:38
5	Mark Mahattan	355	351	00:02:32	00:02:31	129	99	123	144	00:00:42
6	David Ant	322	295	00:02:22	00:02:31	122	88	85	193	00:00:42
Total/Averages		1,351	1,319	00:02:26	00:02:27	36.8%	29.4%	33.6%	664	00:00:41

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Dinggly Ltd is a company registered in England, Suite 4, Castle House, Dawson Road, Mount Farm, Bletchley, Milton Keynes, MK1 1QT. VAT registration number



# INSIGHTFUL DATA

Via our information dashboard, Dinggalytics, clients are provided with a wealth of real-time operational information to improve quality, productivity and drive out costs.

*Imagine knowing what every customer thought of you, every day. It's all there in Dinggalytics.*

Dinggalytics comes in Standard and Pro versions, the latter being more suited to large enterprises looking for cross-location, cross-brand comparative performance data.

The information provided by Dinggalytics includes:

- How long guests wait to be served
- How busy/idle each individual server is (and the service team as a whole)
- How guests rate their experience
- Where establishments are understaffed/overstaffed
- Comparative measures between establishments
- Metrics for individual servers including timing responsiveness and number of orders delivered

Let Dinggly help you to remain on top of service efficiency, keep your customers happy and increase revenue.

Dinggly is available on a simple pay-as-you-go monthly subscription basis. There's no capital expenditure and no minimum contract. It's the ultimate low risk, high tech solution.

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