



# Touchpoint Management System

## Seamless Journey Platform

The **Touchpoint Management System** or TMS provides flexibility and control to users, enabling them to configure and manage the touchpoints and devices of their ecosystem. From biometric to common use, vision-box or from third party touchpoints, TMS is an intuitive, secure and real time monitoring solution configured to customer needs.

### Main Features



#### Site Management

Fully manage all ecosystem touchpoints, vision-box or third party. Enables users to adapt the operation by viewing touchpoints status, by updating the touchpoint workflow and enabling/disabling touchpoints



#### Operational Management

Users can view in real time all the transactions, remotely control the touchpoints, and if needed open tickets to accelerate resolution.



#### Operation Metrics

Configurable Dashboards with key performance metrics give operation managers an overview of the seamless ecosystem, supporting data driven decision making



#### Operation Alerts

Alerts are triggered to support the operation, such as when consumables on a touchpoint are low or a device becomes unavailable. Alerts can be delivered via sms or e-mail to the relevant users.



#### User Management

Enables administrators to create, update and delete user accounts, assigning specific roles and permissions controlling the user access level.



#### Audit Trail

The system enables users to consult all the events performed by system, such as user updates or update of business rules. Users can review the details of a past biometric interaction ensuring traceability of the system decisions



**Easy Adoption**  
Intuitive Interface



**Flexible**  
Deploy in the cloud or on-premises



**Extensible**  
Easily integrate third-party devices



**Secure**  
No PII data



**Portable**  
Use it on your laptop, phone, or tablet



**Scalable**  
Adapted to your operation

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