



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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