REAL-TIME LOCATION BASED SERVICE EXCELLENCE

Elevate service. Where it happens and as it happens.

Turn physical locations into digital service points.



One connected experience. From the service moment to operational follow-through.

Scan to connect • No app download • No dedicated hardware

Make every interaction an opportunity to improve.

Empower people

Put relevant information, help and a voice within reach at the point of service.

Enable recovery

Surface concerns while people are still there. Alert teams and track action taken.

Improve performance

Reveal recurring issues, recognize great service and guide decisions across locations.

Extend your service presence. Act in the moment. Elevate every experience.

CONNECTED SERVICE EXCELLENCE

Improve the experience now.

Strengthen the outcomes measured later.

Service excellence is shaped at the intersection of place and moment. ServeSpots extends your service presence through multifunctional mobile engagement - so teams can understand needs and intervene while the experience is still unfolding.

Support stronger NPS and CSAT by addressing the moments that shape them. Bring real-time feedback and response evidence alongside later survey results to explore what is improving, where gaps remain and where to act next.





One platform. Across your service environment.

- **Arrival & parking** - guidance and assistance
- **Waiting & care** - engagement and recovery
- **Transport & shuttles** - passenger experience
- **Restrooms & facilities** - cleanliness & supplies
- **Hospitality & events** - guest / VIP support
- **Workplaces & wellness** - information and help

Turn service evidence into executive insight.

Use AI-powered analytics to surface themes, summarize performance and generate reports for quarterly business reviews. Bring location-level signals, action taken and longer-term experience trends into clearer conversations about service improvement.

Real-time signals. Real-time response. Later > NPS & CSAT.



Connect engagement to the systems that deliver service.

Connect ServeSpots to the tools your teams already use to manage service requests, maintenance and customer support. Give people useful information and directions, while connecting their needs to the teams and systems that can help.



Bring service excellence into the moment.

Explore your opportunities at **servespots.com**