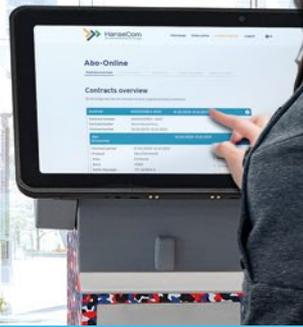




**HanseCom**  
Member of the INIT Group



## Abo-Online Self-Service Terminal

The all-in-one subscription self-service solution for service centers



- High-end hardware and software from a single source
- Robust, durable and high-quality all-in-one solution for use in service centers
- Customized hardware design, configured according to your requirements
- Added comfort and reduced queues in the service center
- Create, order and manage subscriptions as a self-service
- All entries and changes become effective in real time
- Real-time printing of preliminary cards and subscription changes

## The Perfect Addition to Traditional Service Counters

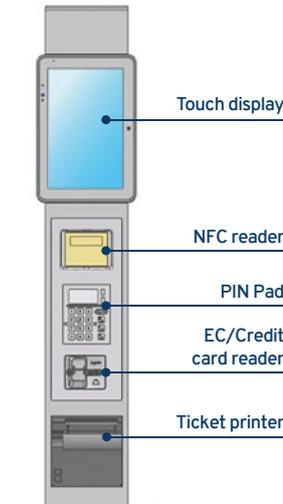
The Abo-Online Self-Service Terminal revolutionizes customer service, empowering your customers to autonomously carry out all standard services relating to their own subscription in your service center in addition to using your staffed counters. Context-sensitive menus make operation easy, fast and reliable. Thanks to seamless integration with your sales backend system, all entries become effective immediately.

This means that your customers can easily request subscriptions or make changes to existing ones and even print out a preliminary subscription card or have it issued as a mobile ticket on their mobile phone. You benefit from reduced queues, satisfied customers, and service staff who can dedicate their time to handling complex requests.

# Redefining Customer Service

## Robust touch display offers high operating comfort

The supplied tablet has a touch display, is extremely durable, has a display that is highly readable even on bright days, is dustproof and waterproof, and offers users maximum ease of use thanks to its swivel-mounted design. It is available as an 8" or 10" screen in the colors shiny white, black-gray or grand piano black. The unit can be mounted either in portrait or landscape format. The tablet has a built-in camera and comes with four USB ports as well as a network and power connection.



## Wall-, floor- or ceiling-mounted unit in the color of your choice

To match the design of your service center, the Abo-Online Self-Service Terminal can be manufactured individually according to your needs. It can be installed as a floor-mounted stand, a wall-mounted arm, as a multi terminal or suspended from the ceiling, thus offering top flexibility for installation in your service center. Have it painted in the RAL color of your choice in glossy or matte to make it blend in with your corporate design.



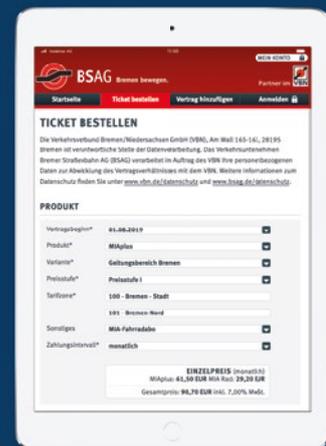
**Extend the solution as required, including a card printing module**  
NFC reader, PIN pad and EC/credit card reader and ticket printer – the Abo-Online Self-Service Terminal can be expanded to include a wide range of hardware components. This makes it a highly versatile all-rounder for your service center, tailored to your requirements. All cables and connections are hidden in the mounting bracket.



# Abo-Online – 24/7 Real-Time Customer Service

The Abo-Online subscription service enables your customers to order and process subscriptions around the clock. All customer and product data is synchronized in real time with your sales backend system. When combined with the Abo-Online Self-Service Terminal, Abo-Online is the perfect addition to your service center. Abo-Online supports the automated processing of subscription requests as well as the modification of customer and contract data and, as an option, even cancellations. Using an intuitive,

context-driven user interface, your customers can conveniently enter their own data in the Abo-Online frontend. Abo-Online seamlessly integrates with your sales backend system, allowing for all entries to be stored there right away. This means that all changes become effective immediately, and your customers can even issue a personalized subscription chip card including a preliminary card with a photo, where necessary, right then and there. This is certain to impress your customers, while at the same time



taking routine tasks off the shoulders of your service staff. Alternatively, the subscription can be issued as a mobile ticket on the smartphone.