

I O P E

we  
got  
you.

# OVER VIEW

For the gastronomy and hospitality industry, IONE GmbH develops modular software solutions for the digitalization of key operational processes since 2014. These include, among others, the browser-based ordering and payment system “Order & Pay”, the smartwatch app “PULSE” to support service staff, as well as the “Kitchen Monitor” for the structured management of incoming orders in the kitchen. The individual modules can be flexibly combined and enable hospitality businesses to organize ordering, service and kitchen processes efficiently with digital support.

This software offering is complemented by SMOOF DOTS, an independent product line of individually customizable QR code and NFC products. These products form the physical interface between guests and digital applications. In addition to SMOOF DOTS, further hardware solutions such as ordering terminals or displays can also be sourced through IONE.

SMOOF DOTS are not exclusively linked to the software solutions of IONE. The products can intentionally also be used by other Order & Pay or software providers and are open to cooperation within the entire hospitality ecosystem.

# IONE GMBH

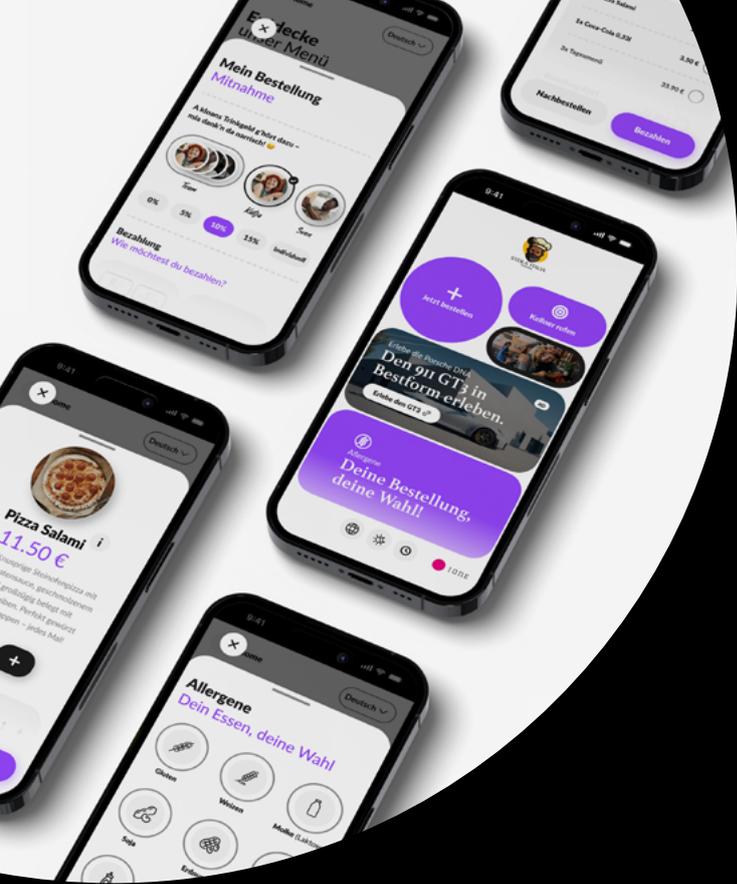


*Wanja Glatte, CEO*

IONE GmbH is a software company based in Bielefeld that digitizes business processes in various industries. The core is a modular system with numerous software functions that can be combined depending on requirements or used as standalone solutions.

Among others, products such as “Order Management” and “Inventory Management” are offered, as well as the strongly demanded product “Order & Pay” for the hospitality industry, which the company has developed for many practical use cases.

In addition, IONE positions itself as a reliable partner for custom development and IT infrastructure.



# Order & Pay by IONE

With the product "Order & Pay", IONE offers a browser-based solution for digital ordering and payment processes in gastronomy and hospitality. Guests can place and pay for their orders directly via QR codes at the table or alternatively via ordering terminals, without downloading an app. The system is designed for smooth processing and cashless payment and supports various operating models such as in-house, to-go and delivery. As a result, processes are accelerated, the team is relieved, the number of orders increases and the guest experience is noticeably improved.

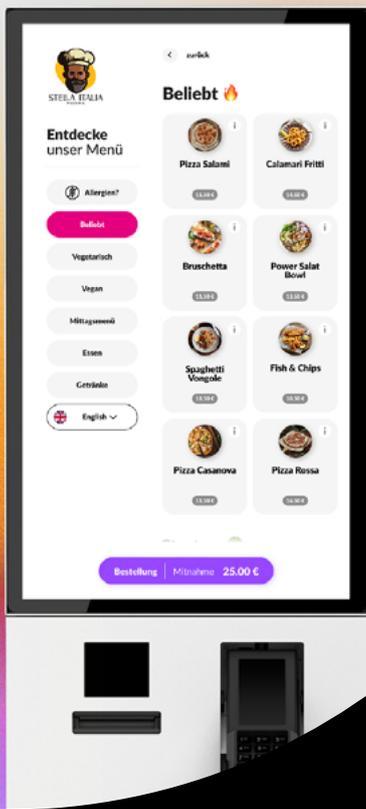
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# PULSE by IONE

With “PULSE”, IONE offers a smartwatch app for the gastronomy and hospitality industry that makes guest requests, service processes and tasks visible directly on the wrist. Staff receive important information in real time, such as table calls, incoming orders or the current status of individual tables, enabling them to respond more quickly. In hotels, the application can additionally be used to coordinate and manage tasks in service or housekeeping. The application integrates seamlessly with the “Order & Pay” system by IONE and supports clear communication between service and kitchen. As a result, processes are optimized, waiting times are reduced and a smooth service experience for guests is ensured.



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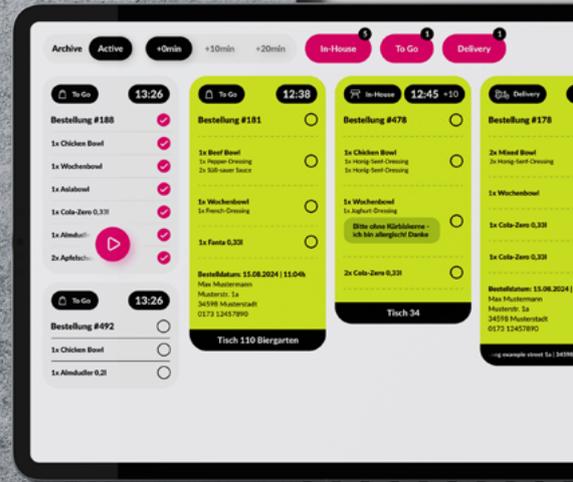
# Ordering Terminals by IONE

With “Ordering Terminals”, IONE offers a digital self-ordering solution for the hospitality industry. Guests can select their food and drinks directly at the terminal, customize them individually and conveniently pay. Orders are transmitted directly to the kitchen or bar, which reduces errors and significantly accelerates processes. At the same time, businesses benefit from shorter waiting times, more efficient use of staff and additional revenue potential through targeted product recommendations during the ordering process.

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# Kitchendisplay by IONE

The “Kitchendisplay” by IONE ensures clear and structured management of incoming orders in the kitchen. Orders from different channels, for example from self-ordering via smartphone or from ordering terminals, are displayed centrally on a screen and can be managed there in an organized way. Kitchen teams therefore always keep track of new, ongoing and completed orders. This improves coordination of processes, reduces errors and noticeably increases the speed of preparation.



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## Integration Expertise by IONE

IONE has extensive integration expertise and enables the connection of numerous external systems. Orders from platforms such as Lieferando, Uber Eats, Wolt and other providers can be centrally transmitted to POS systems, for example from Vectron, and simultaneously appear in the IONE Kitchen Monitor for efficient processing. In total, more than 60 external systems are already integrated, and new integrations are added every week.

## SMOOF DOTS

SMOOF DOTS are individually customizable QR code and NFC products for gastronomy and hospitality. Among others, stickers, table discs and display stands are offered that combine sophisticated design with high robustness and are intended to withstand everyday operational use.

This enables guests to access digital content and applications easily and in an appealing way, for example digital menus, guest directories or ordering and payment systems. The overarching goal, in addition to guest acceptance, is an optimal usage rate of the underlying digital applications.

In addition to Order & Pay by IONE, other Order & Pay providers can also source SMOOF DOTS. The offering is intentionally designed to be open and is explicitly available to other software companies.

