



SPEED QUEEN® INSIGHTS

# Build Resident Satisfaction

 **Speed Queen.**

# Laundry for today's lifestyle.

## A laundry experience for more satisfied residents.

Technology is reshaping the way people interact with their environment, creating unprecedented levels of convenience, reliability and ease of use—and they expect the same from their laundry rooms. That means today's property manager is challenged with understanding the needs of a new generation if they are to reach new levels of resident satisfaction.

Powered by the world leader in vended laundry, Speed Queen® Insights takes the proven performance of Speed Queen and applies it to modern technology to make your life easier and your residents more satisfied. Speed Queen Insights empowers residents with the ability to do laundry using a technology with which they are already well acquainted—their smartphones.

**Enhanced resident comfort starts here.**





# Laundry day just got easier.

## Mobile payments improve residents' satisfaction.

Residents expect more from their living experience. Smartphones have opened up new worlds of convenience and connectivity, and they're looking for the same from all facets of life—including their laundry. Speed Queen® Insights lets you meet—and exceed—their expectations with an easy-to-use Speed Queen app and Speed Queen Rewards. When you give them the opportunity to earn points-based rewards, they'll have a reason to stay home on laundry day.

## The keys to laundry room satisfaction:

### WASH ALERT™



- Gives residents browser-based access to monitor status and availability on every machine in laundry room.
- Allows residents to view remaining cycle time on their machines.
- Residents can send a service message so that any issues get taken care of quickly and with minimal downtime.
- Residents can choose to receive email or text notifications when their laundry is done.
- Now available with Speed Queen Insights.

### SPEED QUEEN APP & SPEED QUEEN INSIGHTS



**Speed Queen app**  
Mobile payment creates best-in-class laundry experience.



**Speed Queen Rewards**  
Increase store loyalty and encourage repeat business with incentives based on machine capacity and time-of-day.



**Multiple payment options**  
Create a truly convenient laundry environment.



**Advanced reporting and analytics**  
Understand your residents' needs better and gain greater transparency.



**Centralized refunds**  
Improve service and efficiency by having refunds issued directly to online wallet.



**Industry-leading support**  
Machines stay up-and-running longer with exceptional reliability and 24/7 in-app support.

# The Speed Queen® App.

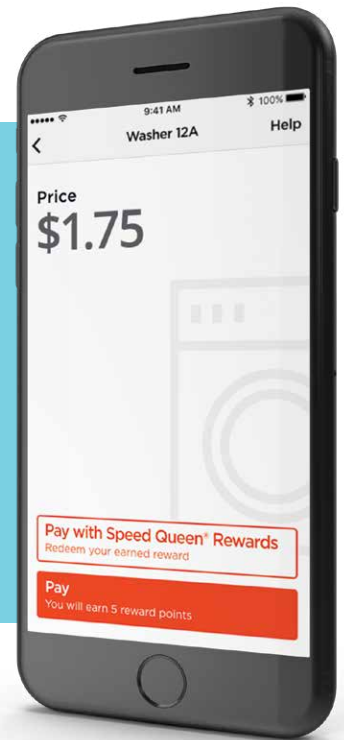
## Convenience redefined.

Doing the laundry is as easy as buying a cup of coffee with the Speed Queen® app. A clean interface and flexible payment options give residents the convenience they want and the ability to pay with the one thing they never leave home without—their smartphone.

- Residents have multiple payment options, including an online wallet loaded with credit/debit, cash or Apple Pay.
- With Speed Queen Rewards, residents can earn rewards by accumulating points.
- Residents have the added convenience of using Wash Alert™ on their mobile device.
- Clean, simple and easy-to-use Speed Queen app is available in multiple languages and makes laundry day a breeze.
- Secure online wallet gives customers confidence their data is safe and protected.
- On-the-go convenience with access to rewards points, cycle status and cycle completion.

↑ **1,120%**  
**Expected mobile  
payment growth  
2016-2020**

Source: w, Nov. 2016



### WASH ALERT IS AVAILABLE ON



Tablet



Mobile

Speed Queen Insights offers Wash Alert on the Speed Queen app.

**94% of consumers**

**Would use mobile wallets if they could earn loyalty rewards.**

Source: Points, Spring/Summer 2016



A man with a beard and mustache is looking down at a smartphone he is holding in both hands. He is wearing a light blue denim jacket over a grey t-shirt. A pair of sunglasses is tucked into the collar of his t-shirt. The background is a blurred, modern interior space with blue and white tones.

SPEED QUEEN® INSIGHTS

Laundry done right.

 **Speed Queen.**

# A solid foundation.

## Designed for convenience.

Uncover new possibilities with powerful technology designed to make your life easier and your residents happier. Speed Queen® Insights brings everything together in one place, so your laundry service provider can have the tools and control to create the most enjoyable experience for residents. With the powerful convenience of the Speed Queen app, laundry will be less of a chore and they'll choose to stay home on laundry day rather than visiting the local laundromat.

## Speed Queen® Insights makes life easier.

### FOR YOU:



#### Mobility

Cloud-based control lets your laundry service provider respond faster and provide better service.



#### Reporting

Laundry service providers can provide you with machine usage reports, revenue audits, and error history reports for all laundry rooms and locations.



#### Advanced monitoring

Laundry service providers can view and manage each individual machine from anywhere, anytime.



#### Expandable platform

Easily adapt to residents' needs as more features become available.



#### Peace of mind

Support from the world leader in vended laundry solutions.

SPEED QUEEN INSIGHTS  
IS AVAILABLE ON



Desktop



Tablet





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