CNT TECH

Solution
Overview

About
CNT TECH

CHAPTER 01

Index

Food-tech Platform
Ordering platform
Store & production management

All-in-one Service
Design, Development, Operation, Marketing

Global business
Global centers
Local & global clients

About
CNT Tech

Creating New Transaction Technology

CNT Tech has kept conducting research to survive in the platform business industry so that we could secure one of platform market share of 96% in information middle ware market for 13 years. The incorporated business model needs continuous innovative activities to reduce the risk of establishing new business fields.

CNT Tech stands as No.1 Intermediated platform business service provider in South Korea.

The executives all employees of CNT Tech have evaluated the process of the company every season and continuously performed innovative activities, and thus have achieved results of grasping two at once by reducing the production cost and increasing the quality. As a result, we have led to customer service in platform business with possessing communications technology of med, and the economic power of website and mobile agencies.

FoodTech?
about what we do?

IT technique + dining market = creates new culture and new market. We are a 11-year company with strong substantiality that has been consistently growing after it was established in 2003. We have established a market with the creative start of nation's first dining order medium service in 2003, and is currently doing business worth of 7.2 trillion Won with 67 brands and a total of 34000 stores.

● Ordering platform & Middle Layer: SaaS, Web Agency, CRM, POS (including BOH)

● Contact Center : 14 Years Know how | Inbound/Outbound Channel

● Mobile Ordering : Online ordering (delivery, carryout, take out, gift, coupons), phone orders & store information search

● Internet Ordering : A timely management system based on a website

● SNS Ordering : Integrated with SNS service | Inclusive ordering Platform

Ordering Platform Middle Layer

Contact Center Platform

Web/app Foodtech Platform

Self-Ordering Platform

SNS Order (KakaoTalk) Platform

CNT TECH Organization Structure
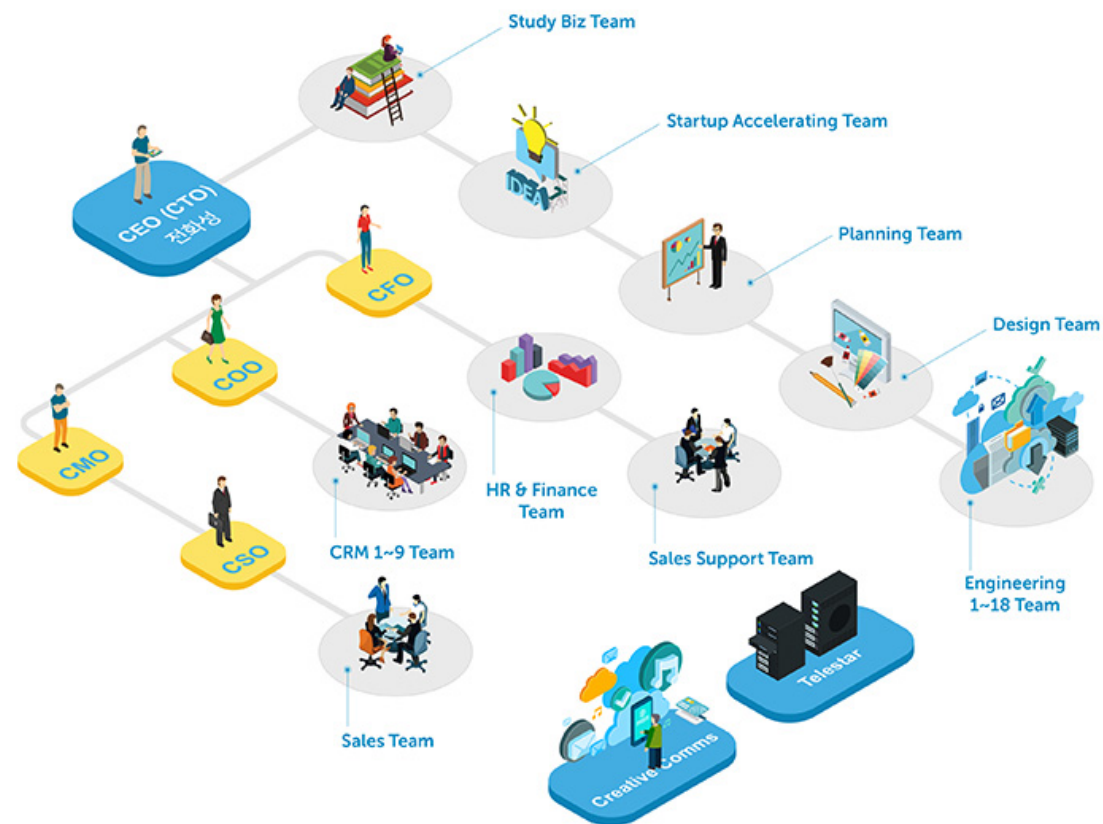
CNT TECH Co., Ltd.

2016 BUSINESS PERFORMANCE

- Total Order: $ 0.9 billion
- Ordering Processing Fee: $15 million
- Ordering Processing Transaction: 34 million

MANPOWER

- 250 Full time Workers
- 110 Engineers
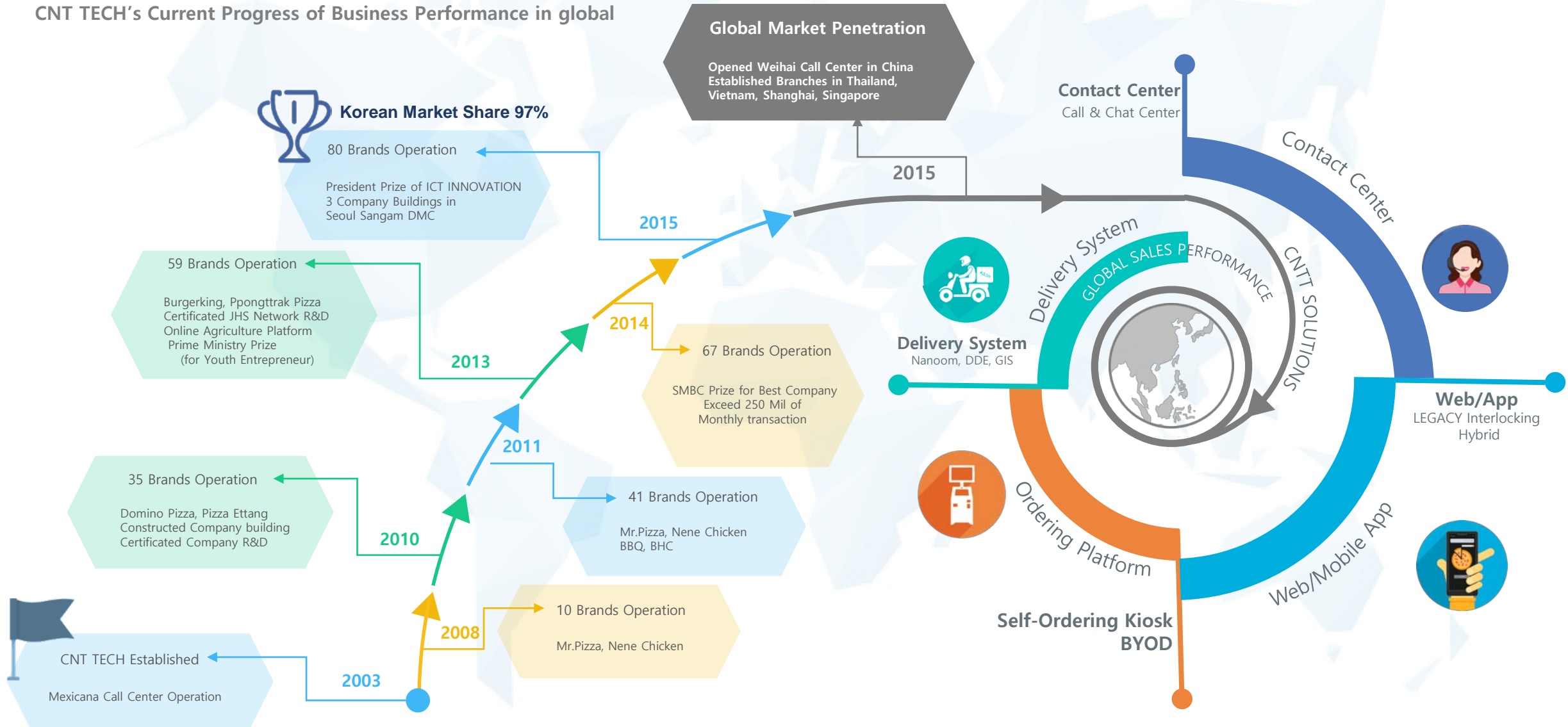- 2 Subsidiaries (32 FTW)
- 1,600 CS Agent

Spending more 20% of profit for R&D

IT Team Members								
Sales	Plan & Strategy	UI Team	UX Team	Development	QA	Service	Management Team	**Total**
9	12	14	8	122	6	9	7	**187**

CNT TECH

History Timeline & Solutions Sales Performance in global

CNT TECH's Current Progress of Business Performance in global

Global Market Penetration

Opened Weihai Call Center in China
Established Branches in Thailand,
Vietnam, Shanghai, Singapore

Contact Center
Call & Chat Center

Korean Market Share 97%

80 Brands Operation

President Prize of ICT INNOVATION
3 Company Buildings in
Seoul Sangam DMC

2015

2015

Delivery System
Nanoom, DDE, GIS

59 Brands Operation

Burgerking, Ppongttrak Pizza
Certificated JHS Network R&D
Online Agriculture Platform
Prime Ministry Prize
(for Youth Entrepreneur)

2014

2013

67 Brands Operation

SMBC Prize for Best Company
Exceed 250 Mil of
Monthly transaction

GLOBAL SALES PERFORMANCE

Contact Center

CNTT SOLUTIONS

Delivery System

Web/App
LEGACY Interlocking
Hybrid

2011

35 Brands Operation

Domino Pizza, Pizza Ettang
Constructed Company building
Certificated Company R&D

41 Brands Operation

Mr.Pizza, Nene Chicken
BBQ, BHC

Web/Mobile App

2010

Ordering Platform

**Self-Ordering Kiosk
BYOD**

2008

10 Brands Operation

Mr.Pizza, Nene Chicken

CNT TECH Established

Mexicana Call Center Operation

2003

CNT TECH Global Centers

CNT TECH has globally extended business area to achieve an ultimate objective as a localization in every world.

CNT TECH Co., Ltd.

2016 BUSINESS PERFORMANCE

- Total Order: $ 0.9 billion
- Ordering Processing Fee: $15 million
- Ordering Processing Transaction: 34 million

CNTTECH Global Centers.

Mongol: Ulaanbaatar Contact Center
(PizzaHut, Kfc)

China : Weihai Contact Center,
(KFC)   Shanghai, Guangzhou, Beijing Branch Office

Hongkong : Global Sales office & Service Center

Taipei : Global Sales office & Service Center

Thailand (CNTT 3RD) : Bangkok Contact Center, Branch Office
(KFC)

Vietnam : Ho Chi Minh Contact Center
(Lotteria, CJ CGV)

Singapore : Branch Office

Contact Center & Platform Service users in Korean market

Our Clients

Domestic Brands
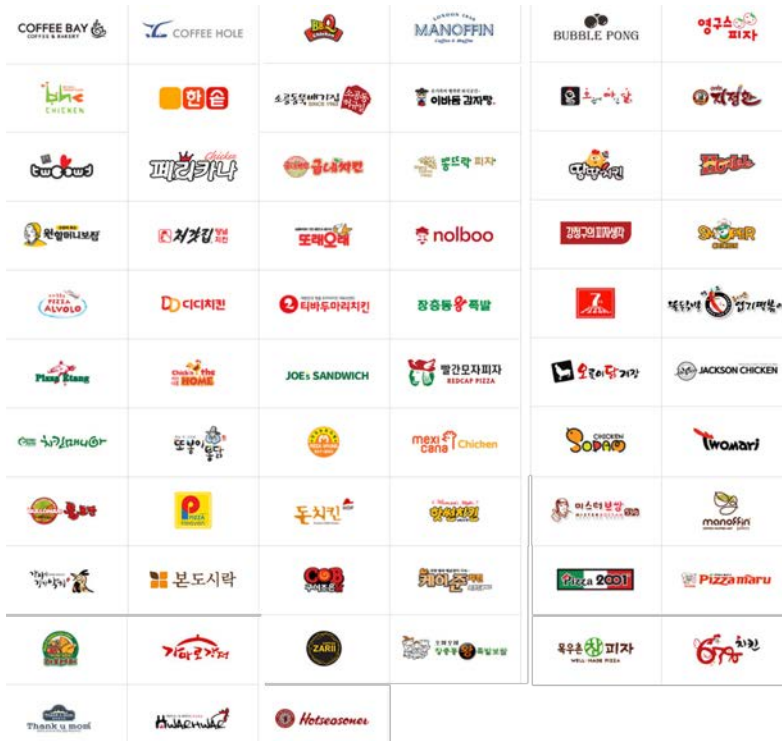
International Brands

Developments

International Brands

Mr. Pizza

CS & Store POS program, Online Order, GIS maintenance site, IOS, Android App, Mobile Web, Hybrid App,

Pizza Hut

POS, Android App, Mobile App, HMS Site, Mobile Web UI, TBS, HMS Mobile Web,

Domino's Pizza

POS, Android, IOS, Mobile Web Renewal,

LOTTERIA

Call center ordering system, Web Accessibility of online order,

PAPA JOHNs

Online and mobile web order,

Domestic Brands : + 100 projects

IVR, DB Porting, GIS Upgrade, EIS Program, Homepage renewal, Integration system, Reflective web, APP (Android, IOS), So on..

POS INTEGRATION

KAKAO TALK ORDERING PLATFORM POS INTEGRATION

CNT TECH has integrated with more than 30 brands and +10 POS Service providers including CNT TECH its own POS platform. CNT TECH also provided WEB-POS platform which is integrated with all the POS of brands for easy management. Other 30 brands' POS system was cooperated to integrated with local delivery clients and other related clients.

KFC & Pizzahut Integration List

As registered vendor of YUM's franchisor, CNT TECH has integrated with a couples of KFC and Pizzahut Franchisees (Jardine Restaurant Group, Motolite, QSR) for implementing food order solutions as not only KIOSK but also M-KIOSK, Delivery Dispatch, Rule Engine, Online Ordering and so on..

Discussing & Analyzing
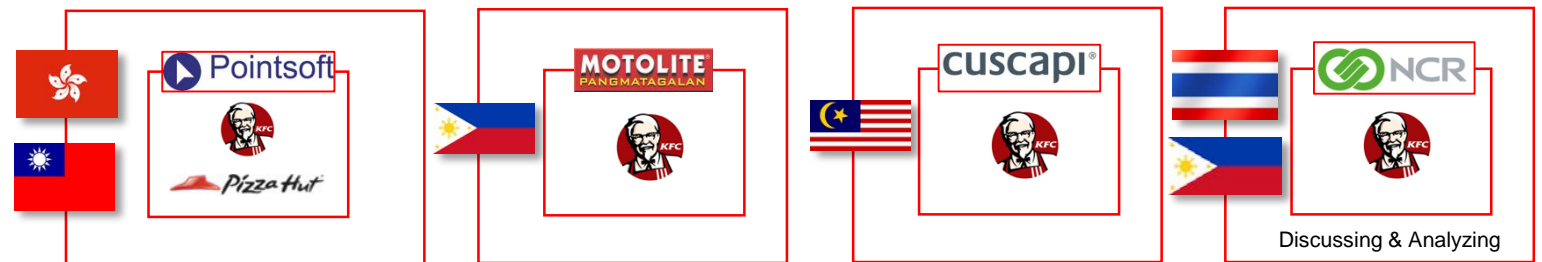
About

Food Aggregator Solution

CHAPTER 02

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Kakao ordering solution
Lineman Ordering solution

Kakao & Line
Food Aggregator

CNT TECH

SNS Ordering Platform Solution
(Kakao Reference)

KAKAO ORDERING

KAKAO Ordering service was launched in March 2017. Sales performance has been achieved more than 40 brands, about 20,000 stores in the current. CNT TECH took over TNB Delivery Outsourcing company to secure the rides for the service and expand to the market of SMB.
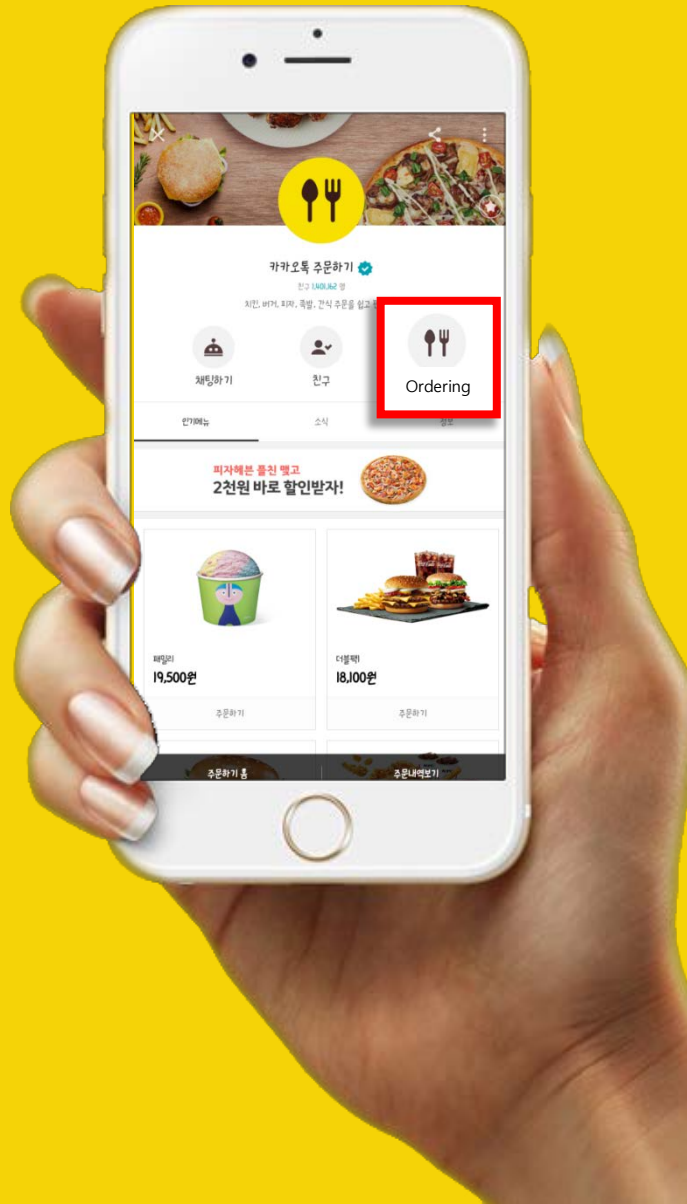
Store can be searched and taken an order

Store Page informs menu, location & contacts
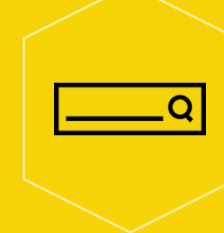
Interlocking with search engine, and can move to the page for order

VIRTUAL FOODCOURT
CNT KAKAO ORDERING

CNT TECH successfully launched
+60 Brands in Kakao Talk
as Kakao Ordering

Kakao Talk is the most popular messenger in Korea that
43 Million population in Korea use Kakao Talk Messenger.
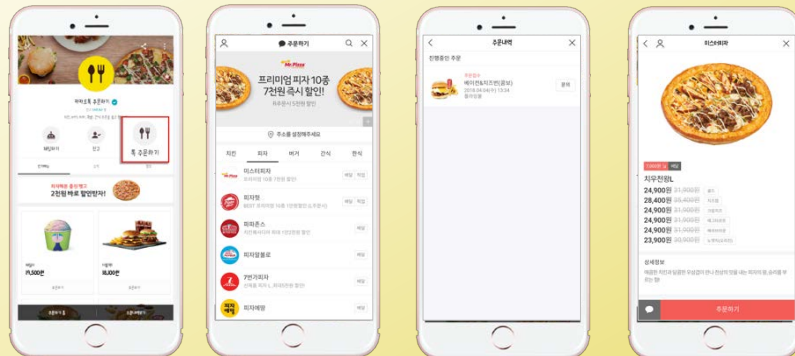
Kakao provides various services not only messenger, but also
Game, shopping, Food aggregator, platform and so on..

CNT TECH

POS&Server #1
POS&Server #2
POS&Server #3
POS&Server #4
POS&Server #5

Driver Dispatch Engine

MIDDLEWARE SERVER

ADMIN

TALK

Kakao Ordering UI/UX

CNTT's major food aggregator

Kakao Ordering Basic Order Flow
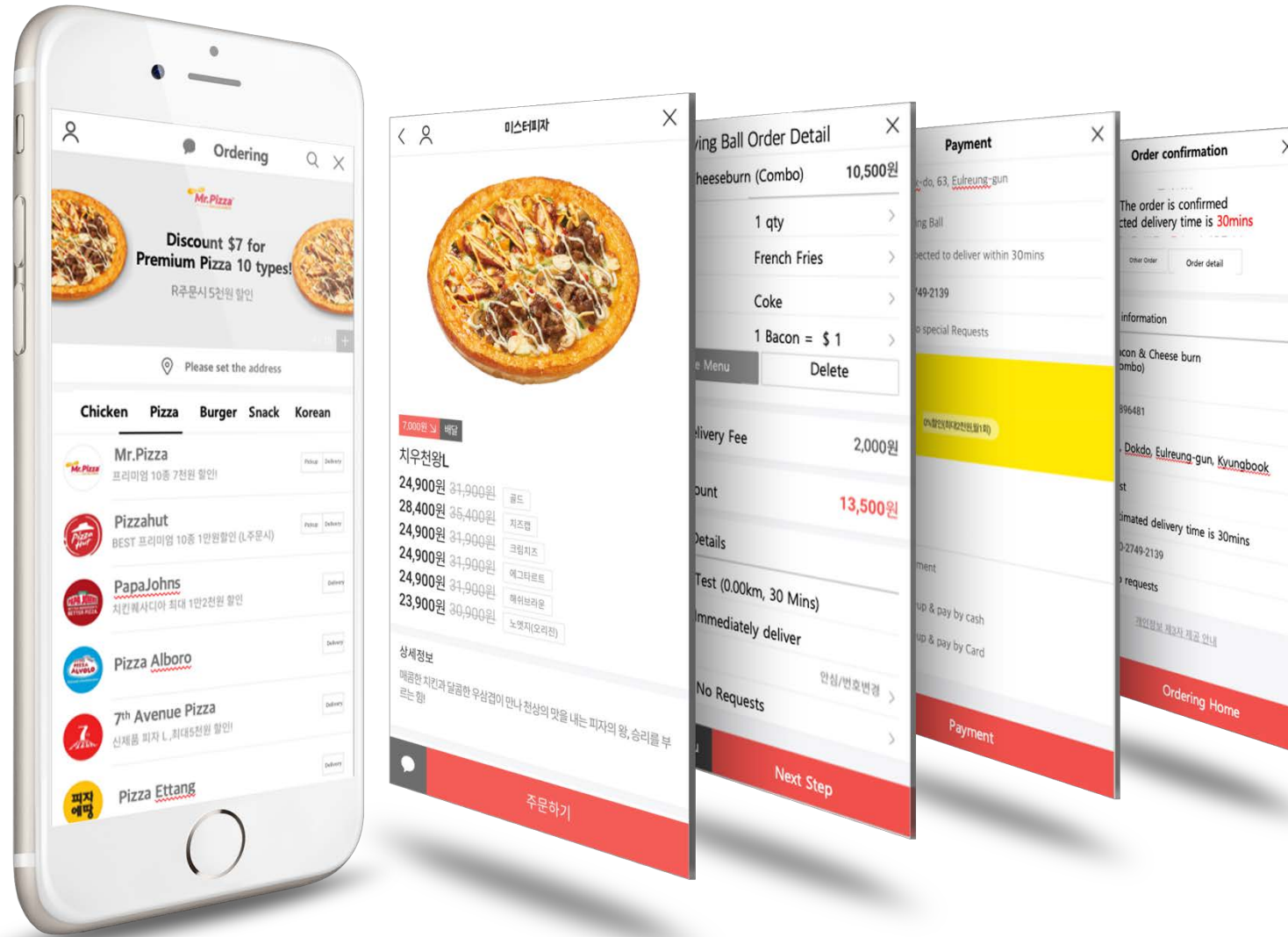
1 **Access via Kakao messenger**

2 **Click Kakao Ordering page**

3 **Select cuisine with a brand**

4 **Select the menu**

5 **Confirm Orders**

6 **Online Payment**

7 **Delivering the food**

SNS Order Platform

CNT Tech is proven its expertise based on accumulated know-how with 97% market share of food tech platform in South Korean market. Sales performance of order medium platform is reached about 40,000 stores in over 100 franchises in Korea. Competitive infrastructure and operational know-how of food tech has been arrived in Thailand with CNT Tech 3-RD.
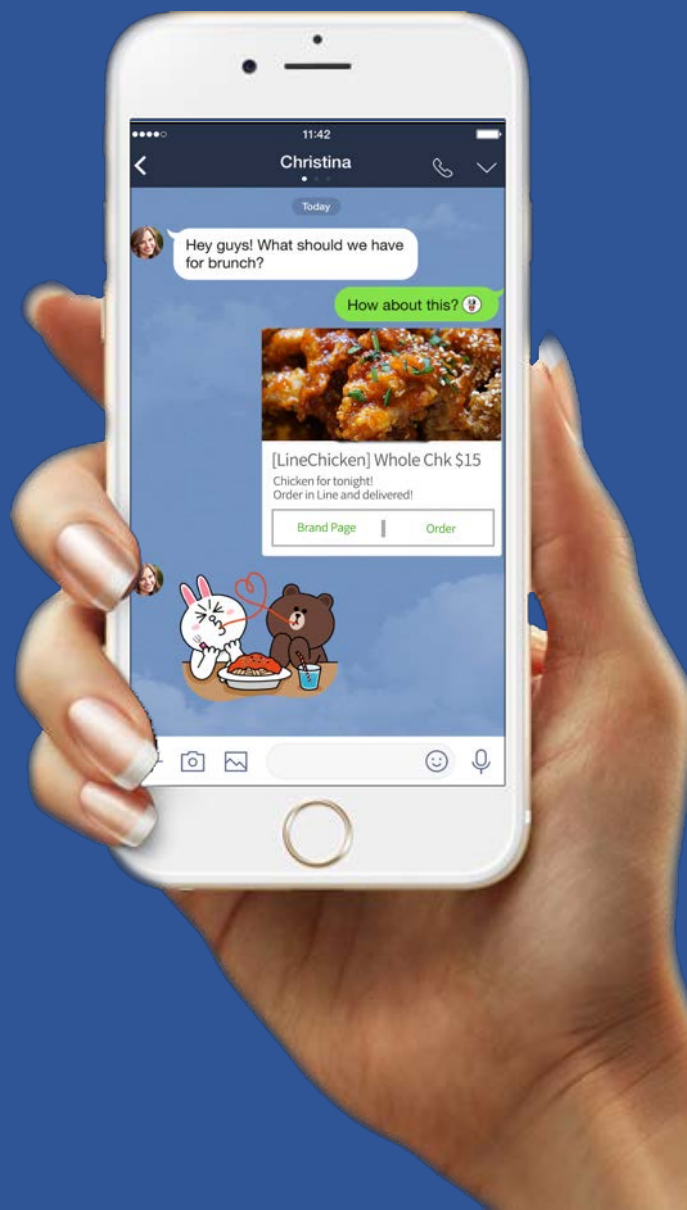
Simple for Customers to order

Simple for store owner to Check order

Attractive brand Page

Lineman – Line Order

Big Franchise Sales Model
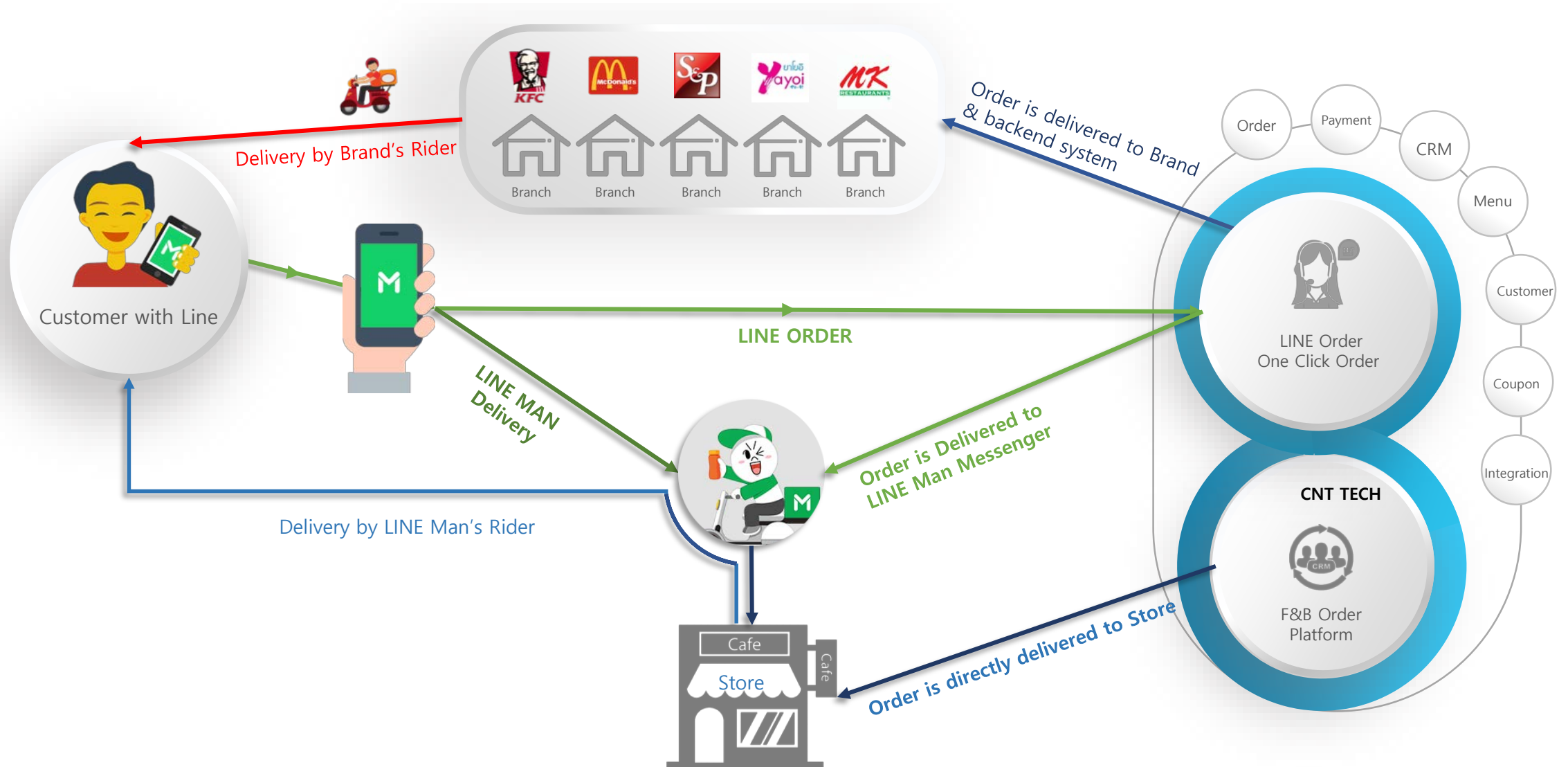
About

CNT's KIOSK Case Study

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Status of
Kiosk for KFC

KIOSK UI/UX
Style of YUM! Global + CNT's UI/UX

KIOSK Specification
Hardware type & Specification

Pricing Model

Self Ordering Kiosk

KFC 🇹🇼
Self-Ordering Kiosk
On-maintenance & Updating service
Progress: Successfully Launched

KFC 🇭🇰
Self-Ordering Kiosk
On-maintenance & Updating service
Progress: Successfully Launched

KFC 🇵🇭
Self-Ordering Kiosk
Rolling-out
Progress: Successfully Launched

KFC 🇹🇭🇮🇳
Self-Ordering Kiosk
Discussing
Progress: Developing

Self Ordering Platform in Taiwan

The 1st steps for CNT TECH to launch the solution in global
The masterpiece which was developed based on conducting research in the field

Self Ordering Platform in HK

Providing Omni-channeled self-ordering platform
The more comfortable customer to make an order, the
more transaction will made by the customers

HongKong

CNT TECH
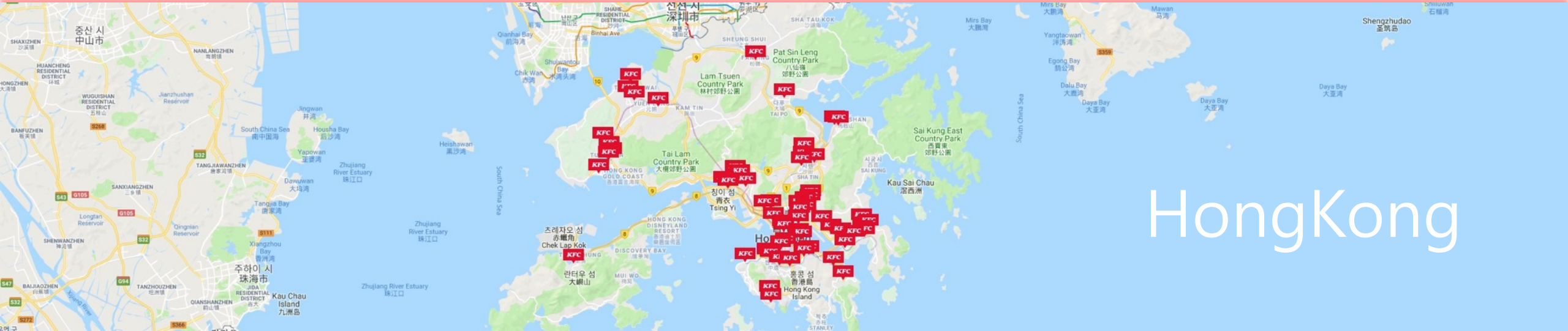
KIOSK
Ordering KIOSK

Hard to handle all customer during peak time with using current ordering system as POS. Fast food industry is needed to launch KIOSK ordering system in their store. It makes to reduce labor cost & increase efficiency in the store
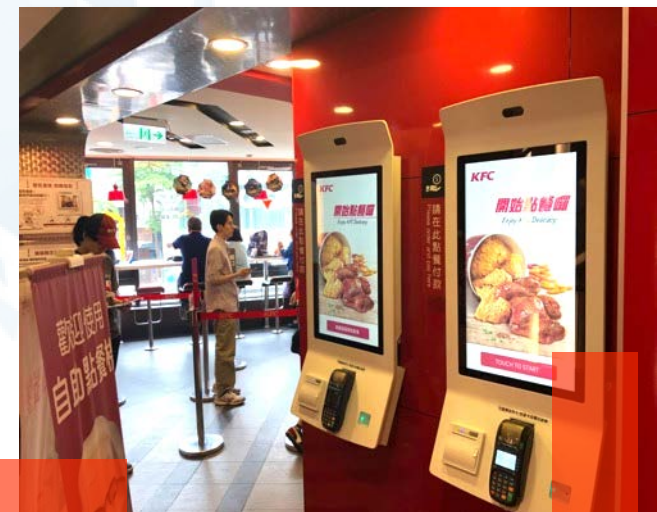
SOK Solution
For KFC

Self Ordering KIOSK
Basic Order Flow
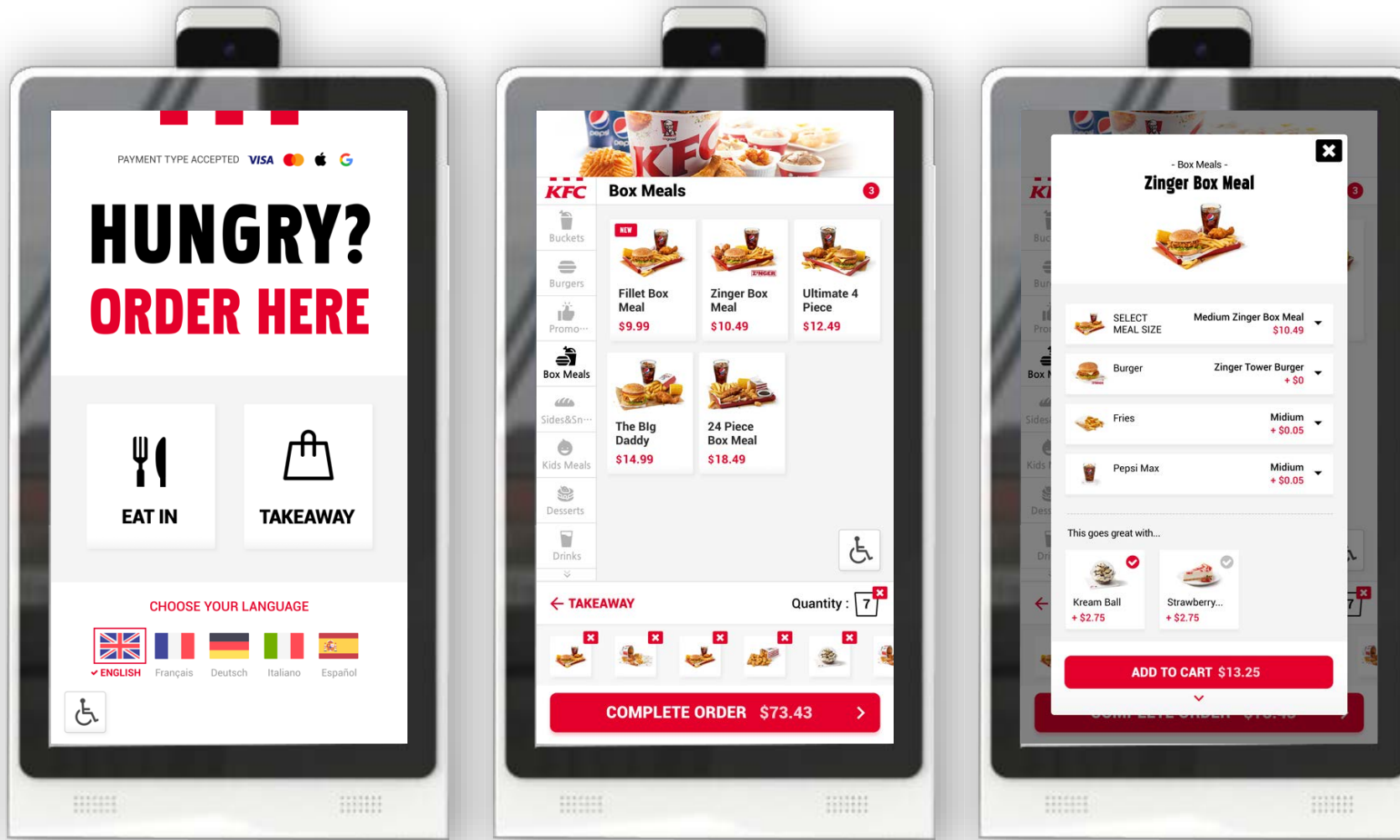
1. **Choose Options for location to eat & Languages**

2. **Select Items in the category**

3. **Select options to customize the set menu**

4. **Add to cart & Check the cart**

5. **Check & Confirm Orders**

6. **Select the payment Method**

7. **Guide how to pay & Processing data transferred**

8. Issue the Order No. & Print the Order No.

Customizing UI/UX
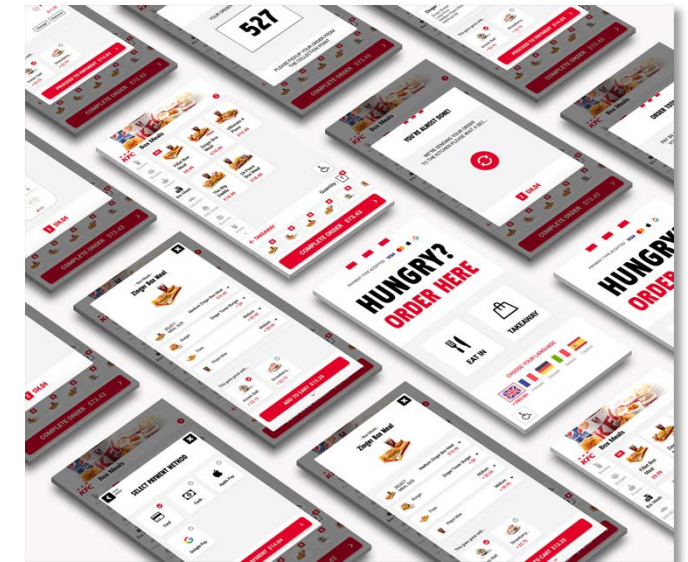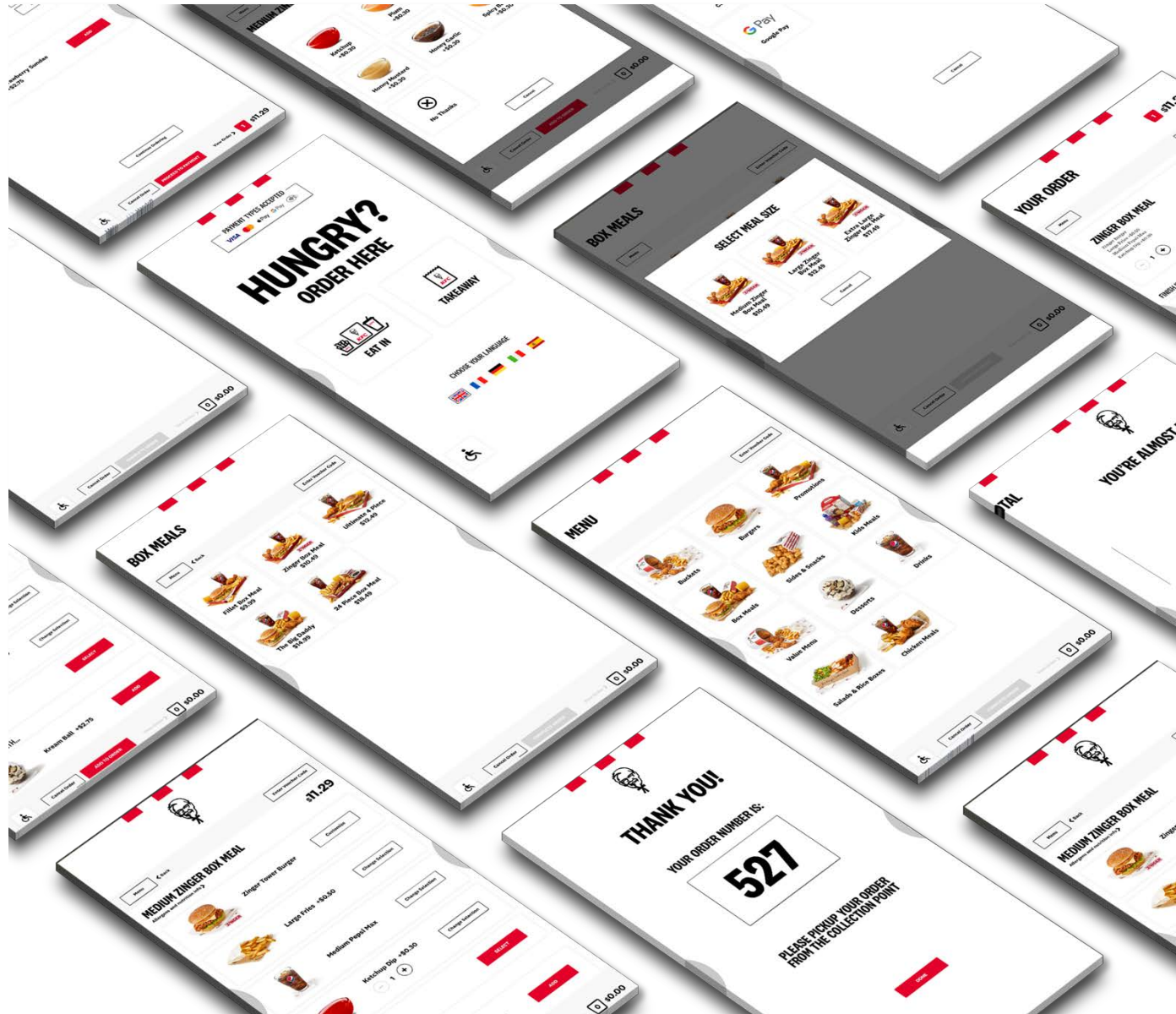
HongKong UI/UX

Customizing UI/UX
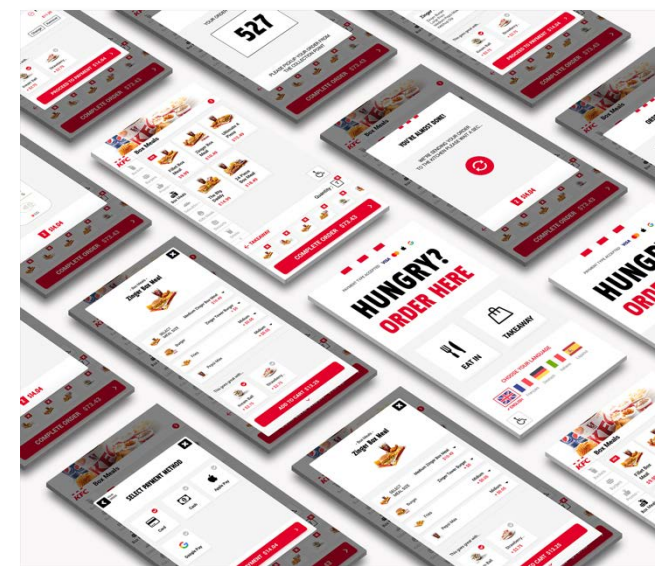
Yum! Global UI/UX
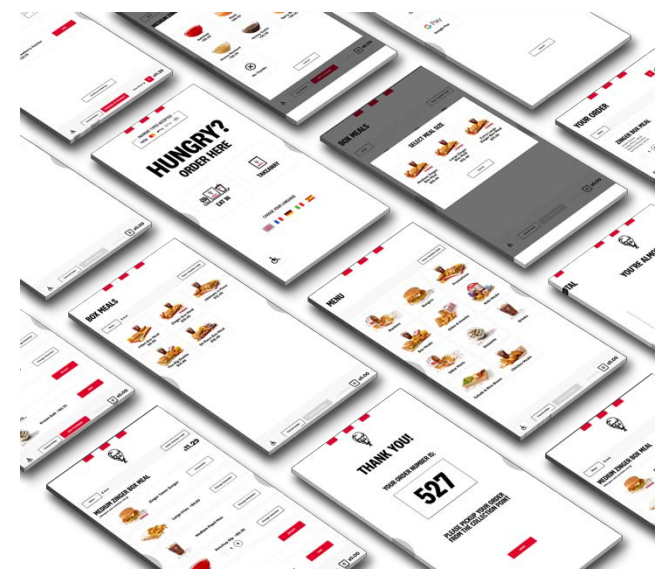
Yum! Global UI/UX
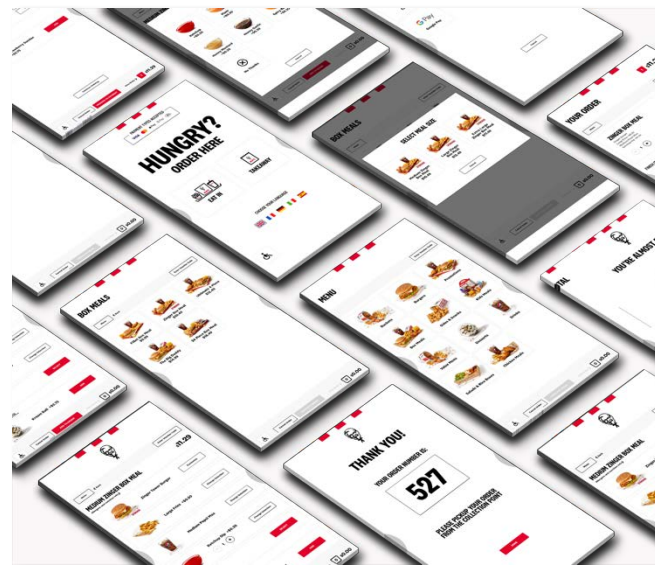
HongKong UI/UX
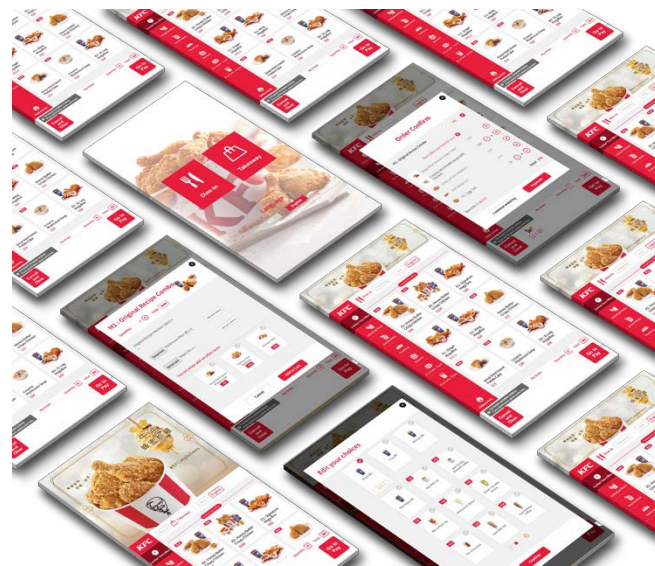
KIOSK Hardware Type

27" Stand & Wall mount   21.5" Table Type   32" Stand Type

About

BYOD (Mobile Kiosk)
UI/UX & Features

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BYOD UI/UX
Ordering platform
Store & production management

Order Flow

CNT TECH

Ordering BYOD

By Your Own Device
Solution for
Hongkong KFC

CNT TECH

Store Locator

Membership Log-in Page
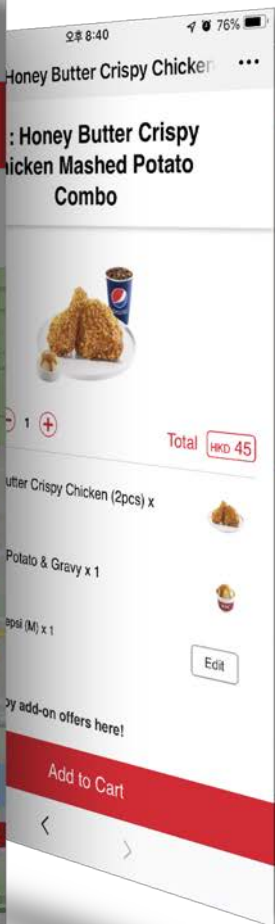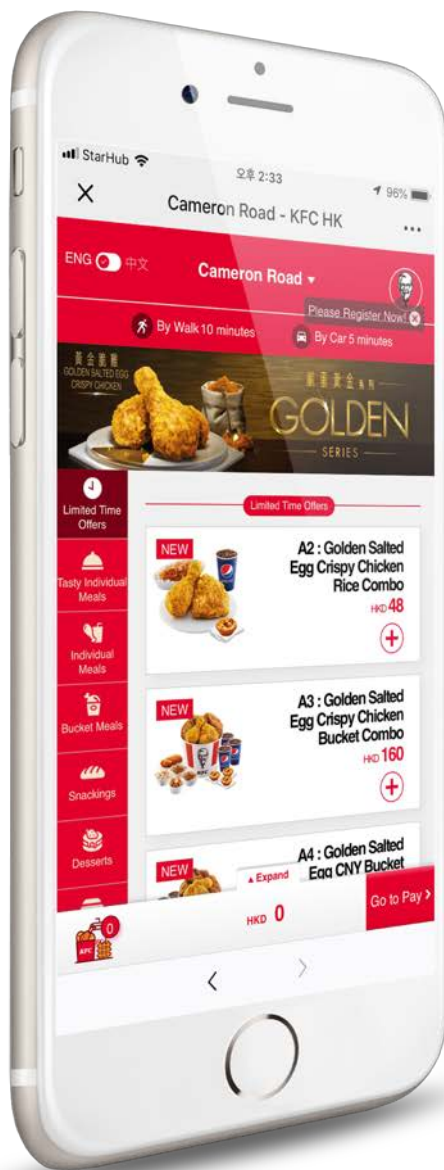
**BYOD
Basic Order Flow**

1 Scan QR Code
or Access to KFC APP

2 Check the Near Store

3 Select Items in the menu

4 Add to cart

5 Confirm Orders

6 Online Payment

7 Get the order No.

About

Responsive Web/App Ordering Platform

CHAPTER 03

CNT Web/app UI/UX Case

CNT TECH

Responsive Web/App
Ordering Platform
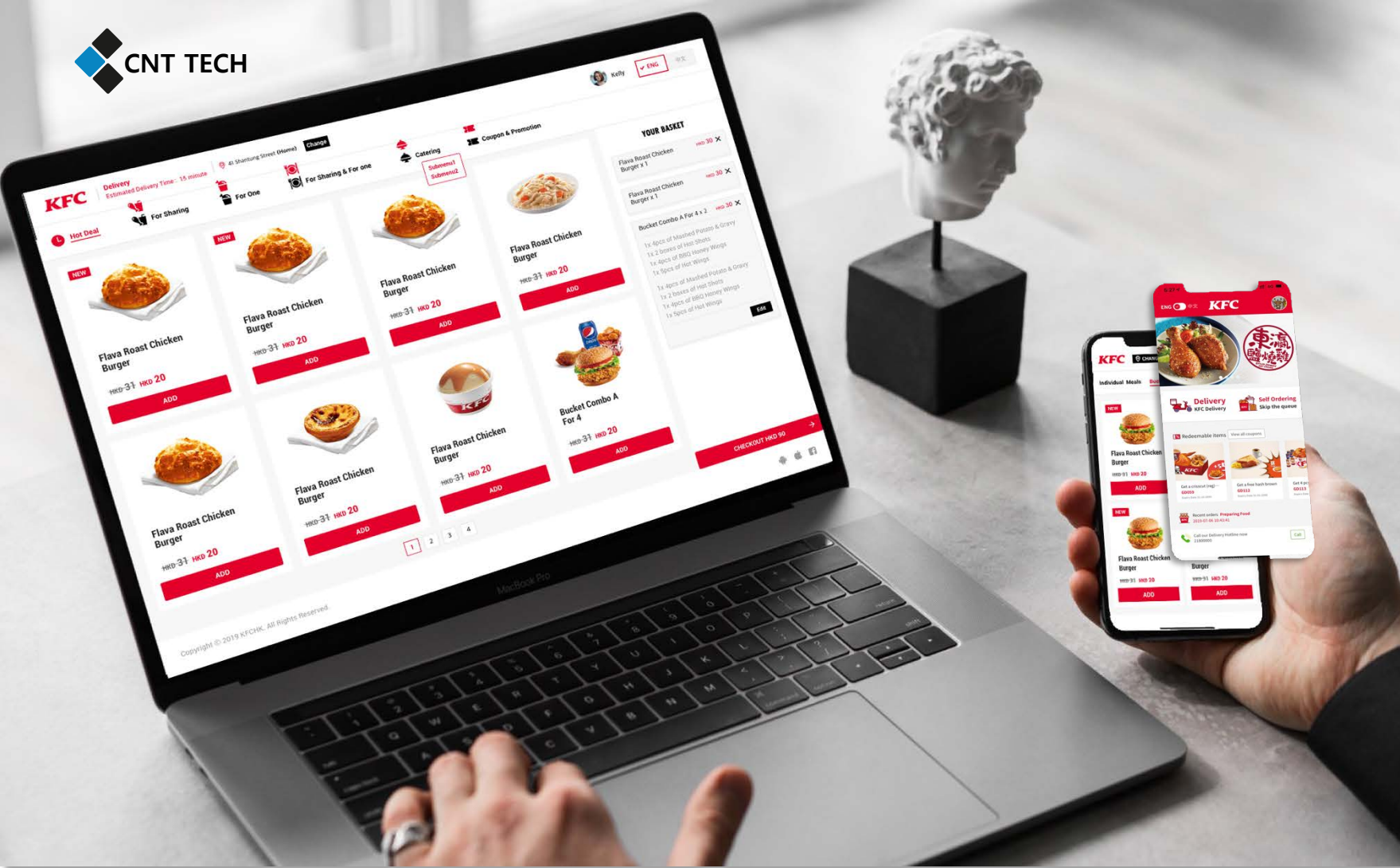
Integration

Platform for membership

Platform for marketing

E-commerce friendly
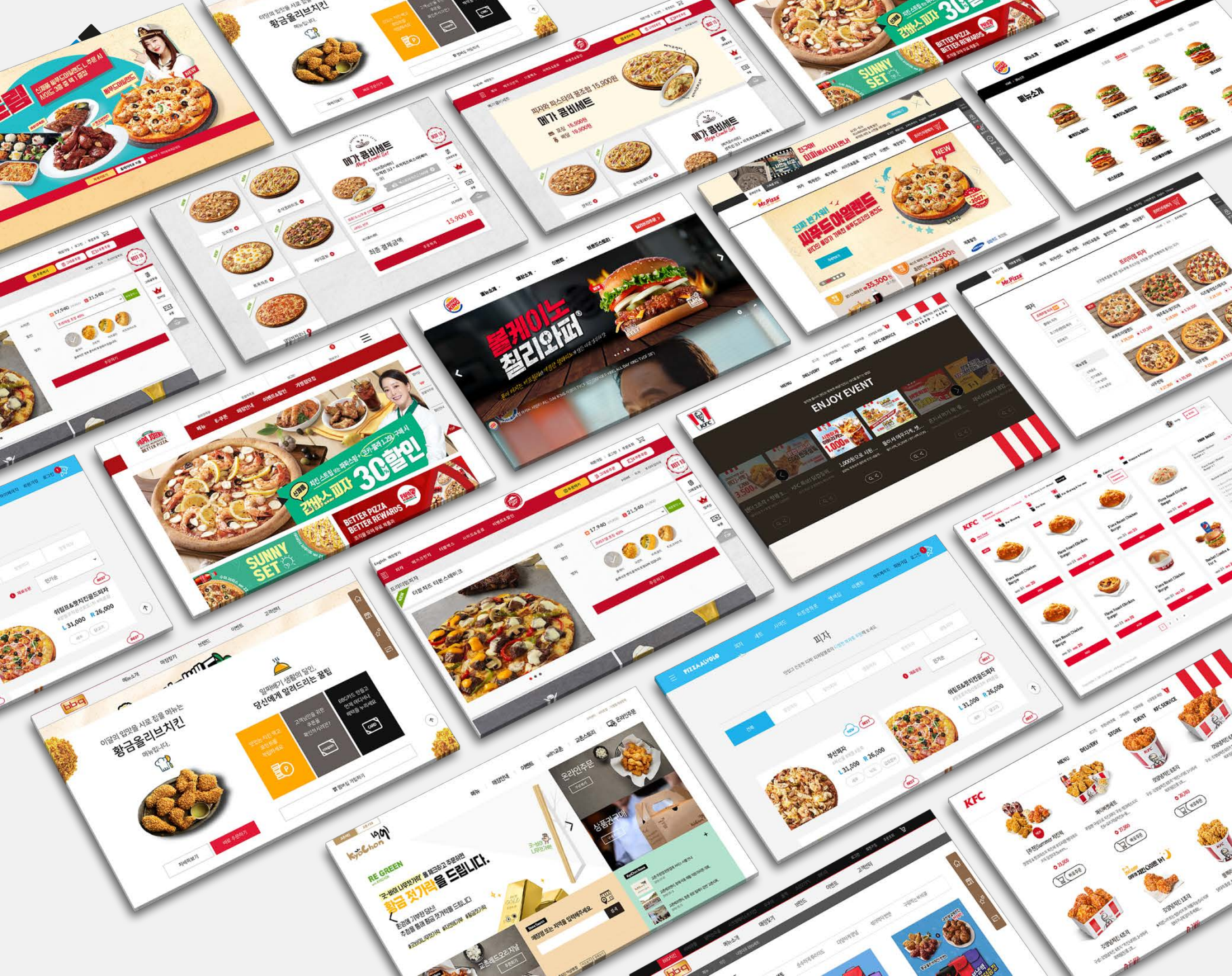
Responsive Web/App
Ordering Platform
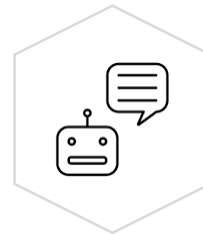developed by CNTT

About

Chatbot Ordering Solution

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Kakao Chatbot Ordering

Ai agnostic Chatbot Ordering
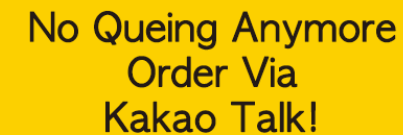
Chatbot Solution
Kakao chatbot Ordering
Ai agnostic & Integration with CS
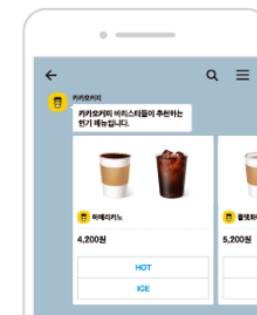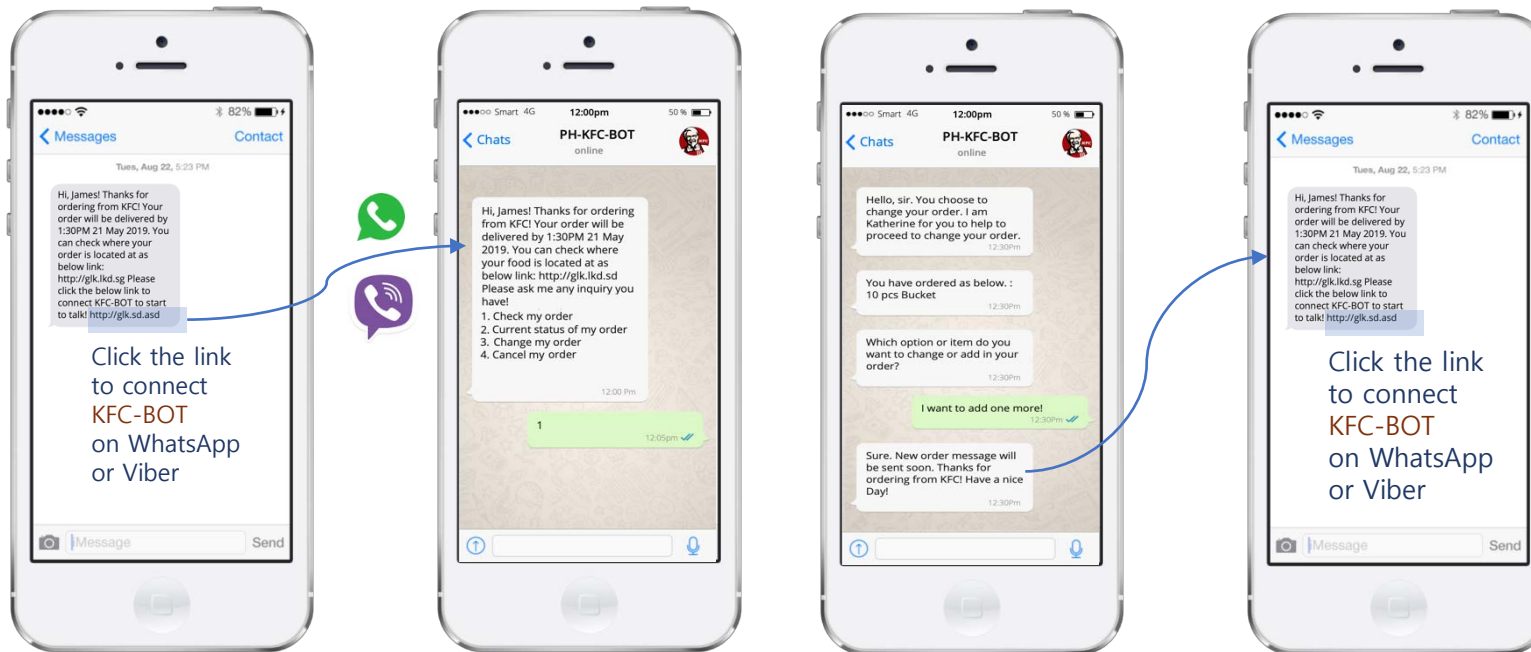

BYOD & Online ordering platform can be integrated with SNS messenger with Chat Bot solution.
Customer can be alerted to collect the food. They can check the food status with chatting on messenger.

Chatbot Solution

Ai agnostic & Integration with CS

AI Agnostic KFC -BOT Basic Flow

1 Sent Message to customer with Link to connect WhatsApp or Viper

2 Automatically answer when customer type options

3 Agent can answer Qs from customer if it should be dealt by Agent

4 Sent new order message.

About

Solutions for Store Operation

CHAPTER 08
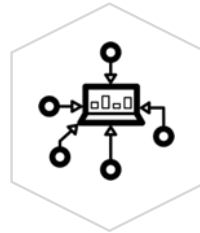
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Solutions for Operation

Point Of Sales

Production Management
- EPQC

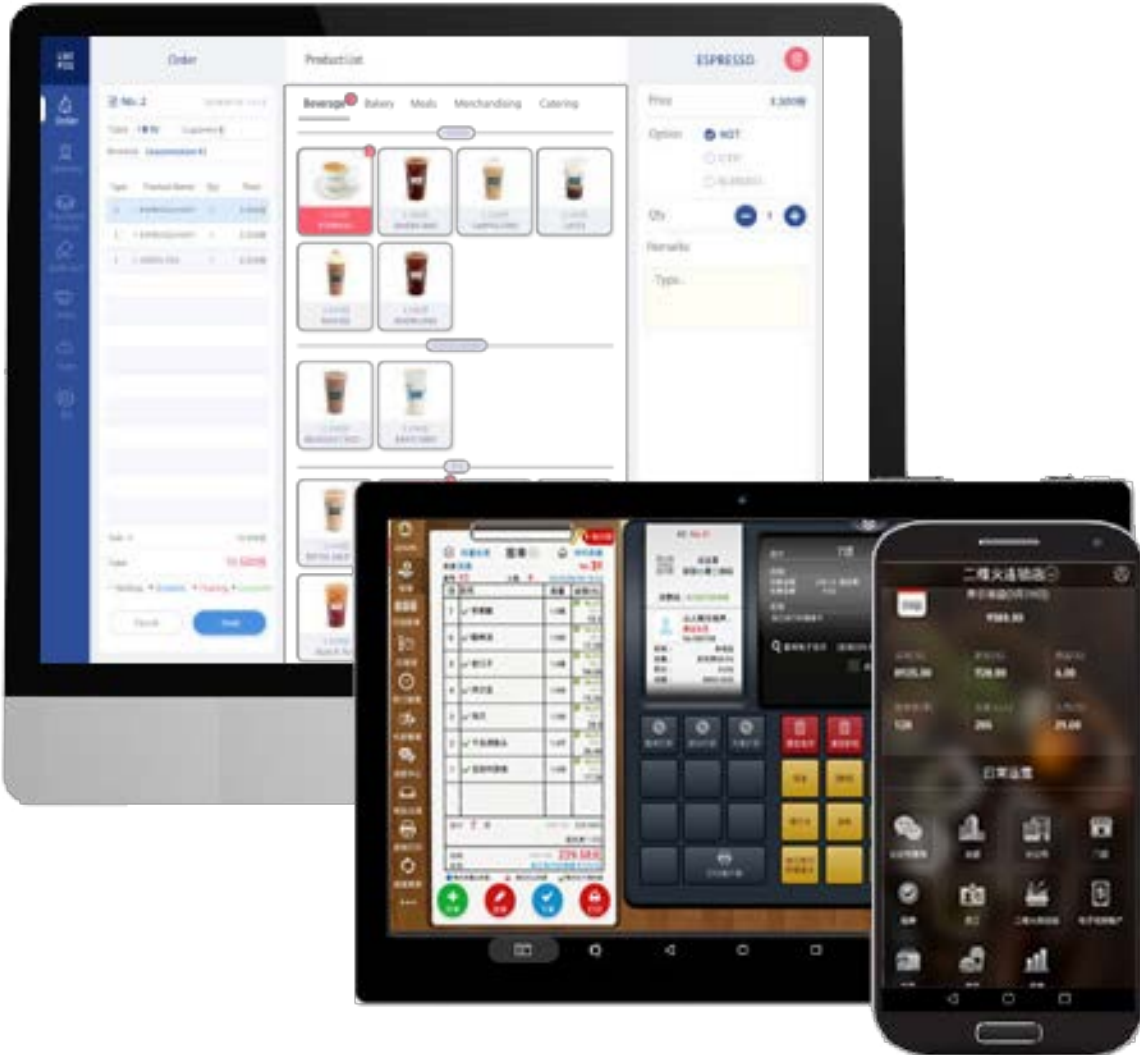Delivery Dispatch Engine

Back of House

POS Solution

For Windows, Android

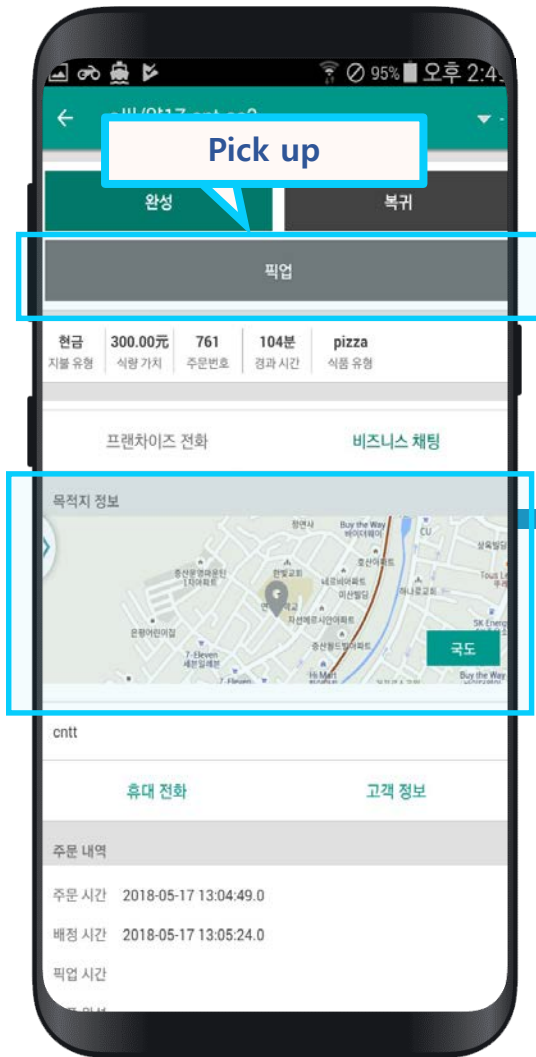**Easy entering orders by touching**

Real-time tracking driver & intelligently estimating deliver y time

- Handle various order types Integrated System

- Full Table Management

- Enter & track coupons and D/C
- Adapt local taxation & fiscal requirements Void orders & debit voids

Checkable Reports of the store in anywhere

Driver Dispatch Engine

Pick up

완성   복귀

픽업

현금	300.00元	761	104분	pizza
지불 유형	식량 가치	주문번호	경과 시간	식품 유형

프랜차이즈 전화   비즈니스 채팅

목적지 정보

국도

cntt

휴대 전화   고객 정보

주문 내역

주문 시간   2018-05-17 13:04:49.0

배정 시간   2018-05-17 13:05:24.0

픽업 시간

01 Make order
The Restaurant owner makes order on the restaurant web administration. This order is updated on the Rider APP

Allocation
The rider can choose the order on his APP or the Restaurant owner can allocate the order to the Rider

02

03 Pick up
The rider picks the products up at the restaurant. After he picked it up, the status of order is changed

Complete
The status of order is changed as "Delivered" once the order is delivered to the customer

04

05 Come Back
The rider come back to the restaurant

Back of House

- Human Resource Management
- Inventory Management
- Sales Management
- Contents Management
- Reports

BOH
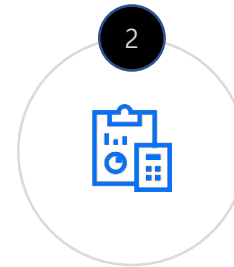# Production Management System

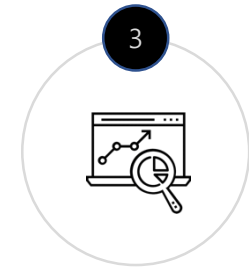For store & its forecasting

KFC
EPQC Production Management

**Main Objectives
of the Solution**

1

Forecasting of
selling items & consumed materials

2
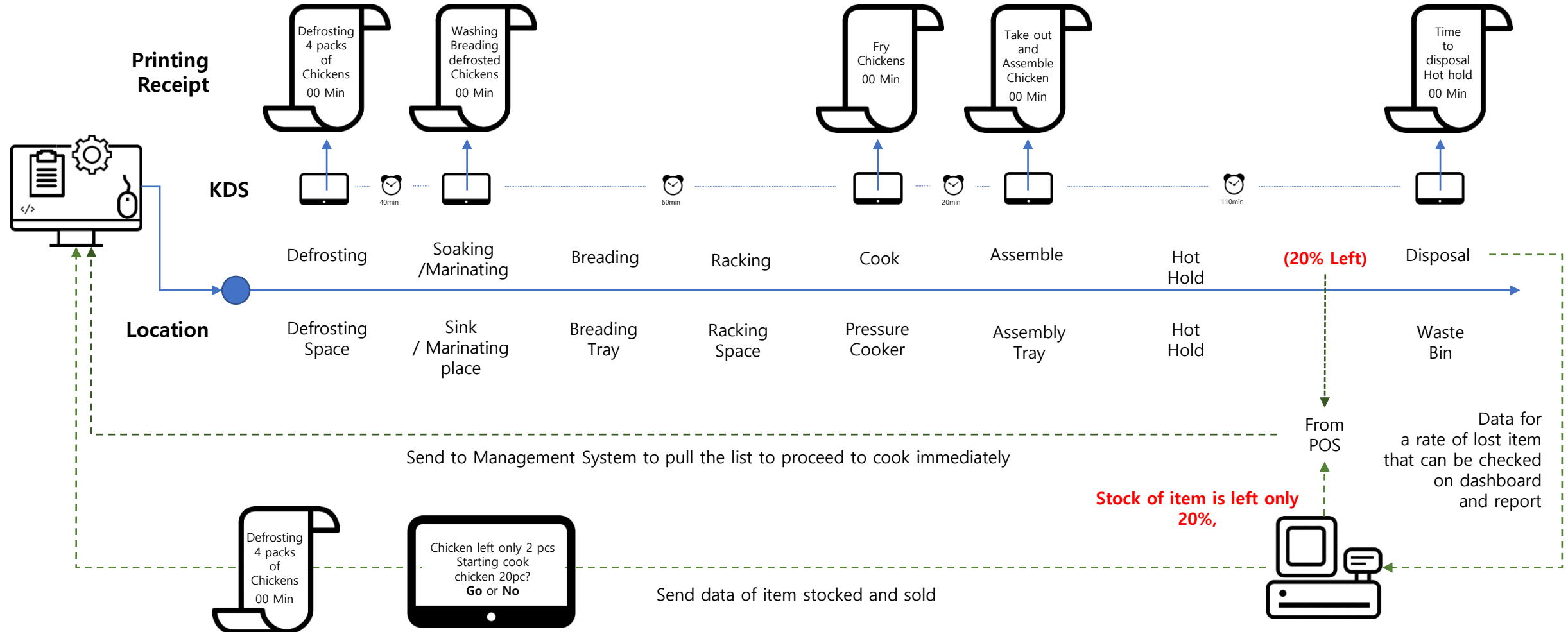
Indicator
for Store operation

3

Analyzer
for Reviewing & Suggestion

To calculate sales demand on today to forecast amount of item will be sold in timeline basis so that store can prepare enough item which is taken for hours for preparation.
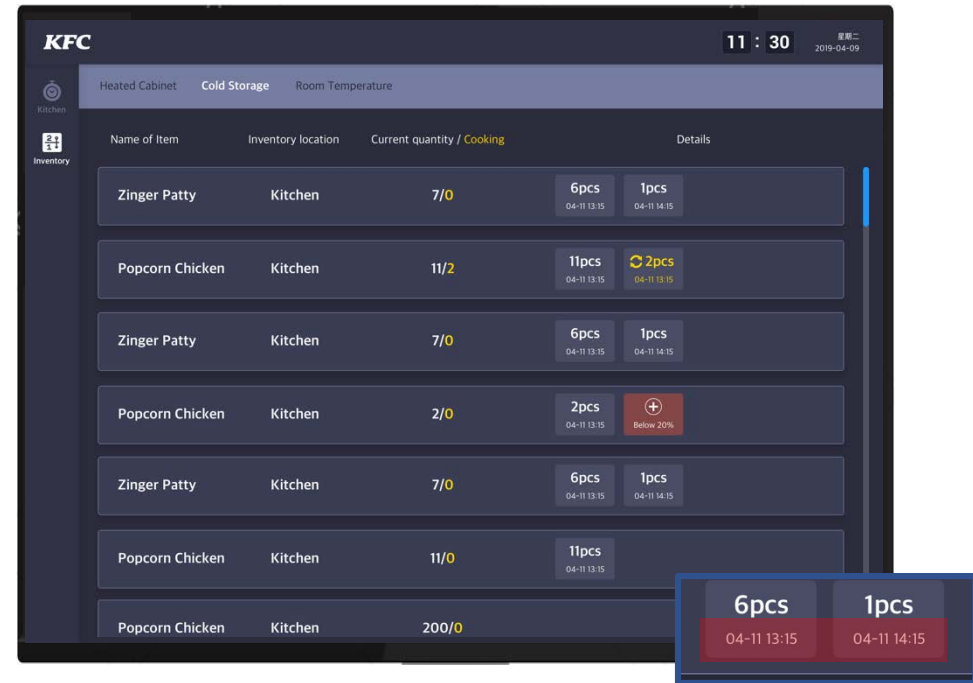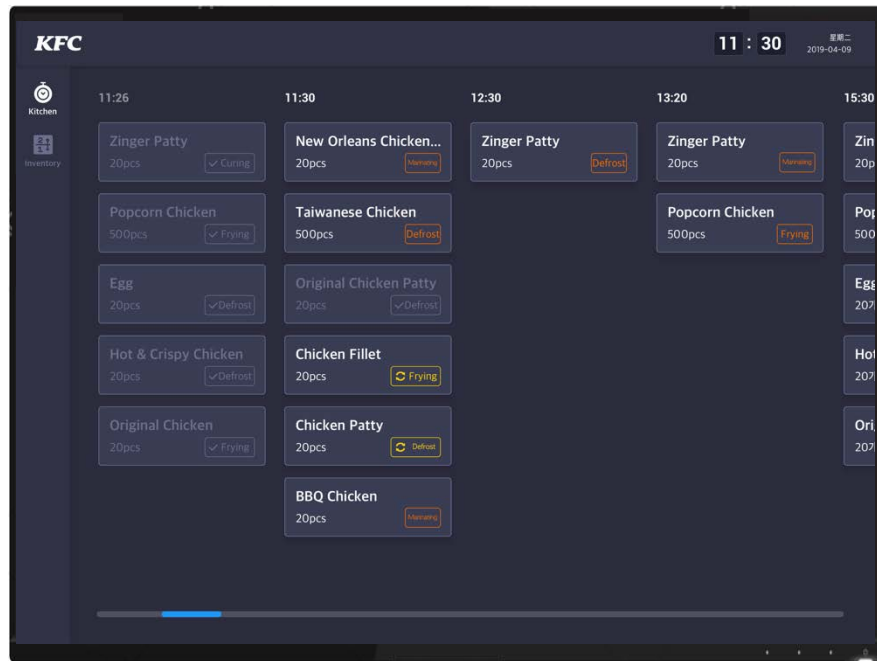
Production Managing Flow for Cooking Flow by KDS
ex) Chicken

KFC
Production Management

Printing Receipt

Defrosting 4 packs of Chickens 00 Min

Washing Breading defrosted Chickens 00 Min

Fry Chickens 00 Min

Take out and Assemble Chicken 00 Min

Time to disposal Hot hold 00 Min

KDS

40min   60min   20min   110min

Defrosting   Soaking /Marinating   Breading   Racking   Cook   Assemble   Hot Hold   **(20% Left)**   Disposal

Location

Defrosting Space   Sink / Marinating place   Breading Tray   Racking Space   Pressure Cooker   Assembly Tray   Hot Hold   Waste Bin

From POS

Data for a rate of lost item that can be checked on dashboard and report

Send to Management System to pull the list to proceed to cook immediately

Stock of item is left only 20%,

Defrosting 4 packs of Chickens 00 Min

Chicken left only 2 pcs Starting cook chicken 20pc? **Go** or **No**

Send data of item stocked and sold

BOH
Production Management System
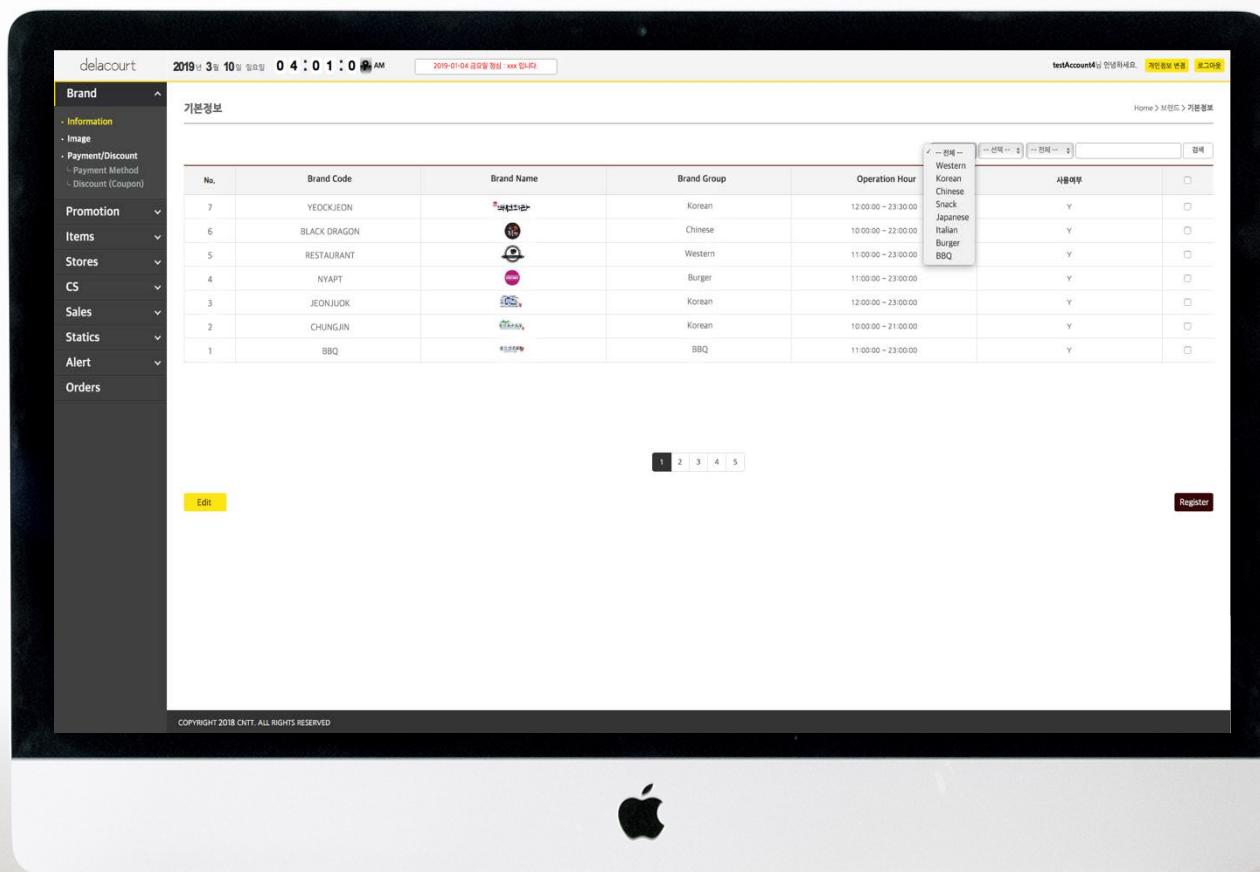
For store & its forecasting

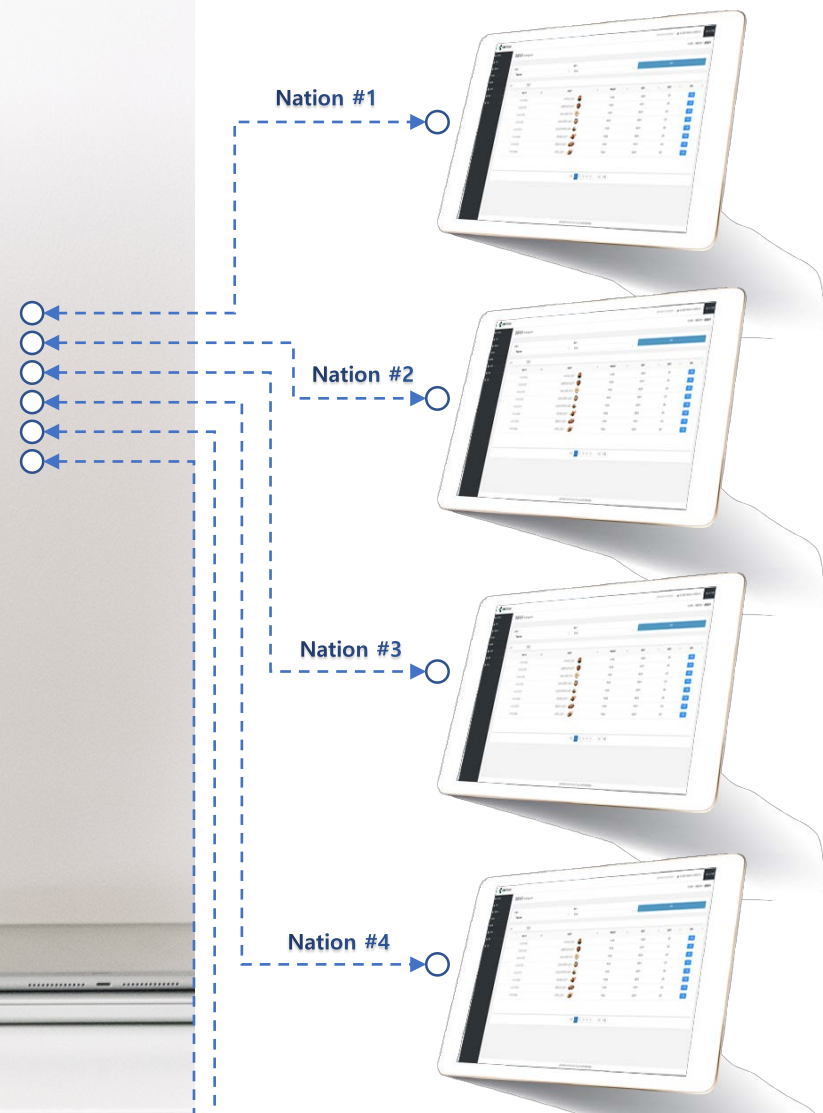Production management system for Kitchen with forecasting function

Forecasting function helps to store manager for efficiency of store operation

Central Administrator

Head Office can centrally monitor Franchisees' information & transaction

Contents Management System for Franchisees

Contents Management System
Functions & Menus in the Admin

Menu Management

- Item of menu can be managed as adding, editing, removing
- Item can be easily searched by searching engine on the platform.
- Contents of item can be managed such as image & clip
- Can set time and date to be displayed for breakfast, lunch & dinner
- The Admin can set more segmented options to edit and set by each region and store.

Store Management

- Store can be set by CMS for its status such as operation time & availability of delivery.
- Location of store can be set by CMS with inserting longitude & latitude

Marketing Management

- Banner & Label can be set by each of store or region.
- It can send message & notice to all store or assigned stores and region.

Various promotion rule and format

- It can provides various promotion rules and format in conditional basis and validating voucher or coupon.
- It is able to manage and set promotion by each store.
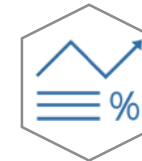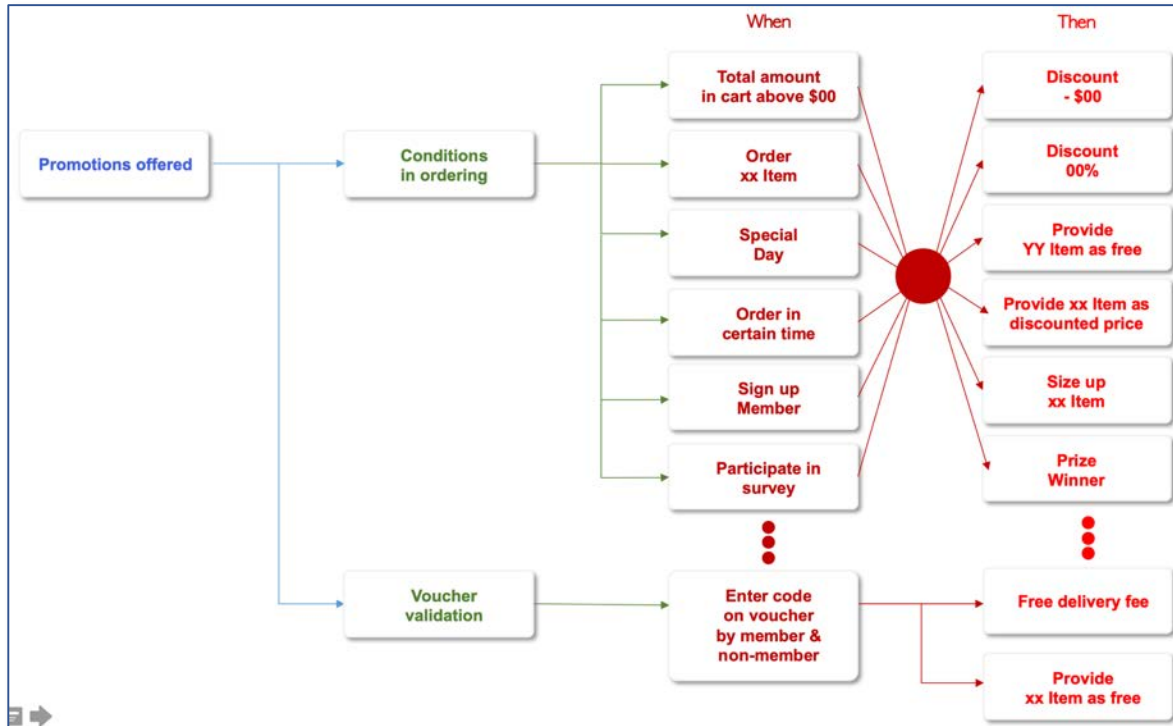
Report & Dashboard

- CMS provided report of transaction basis for each stores or region requested by client.
- It gives report in real time basis

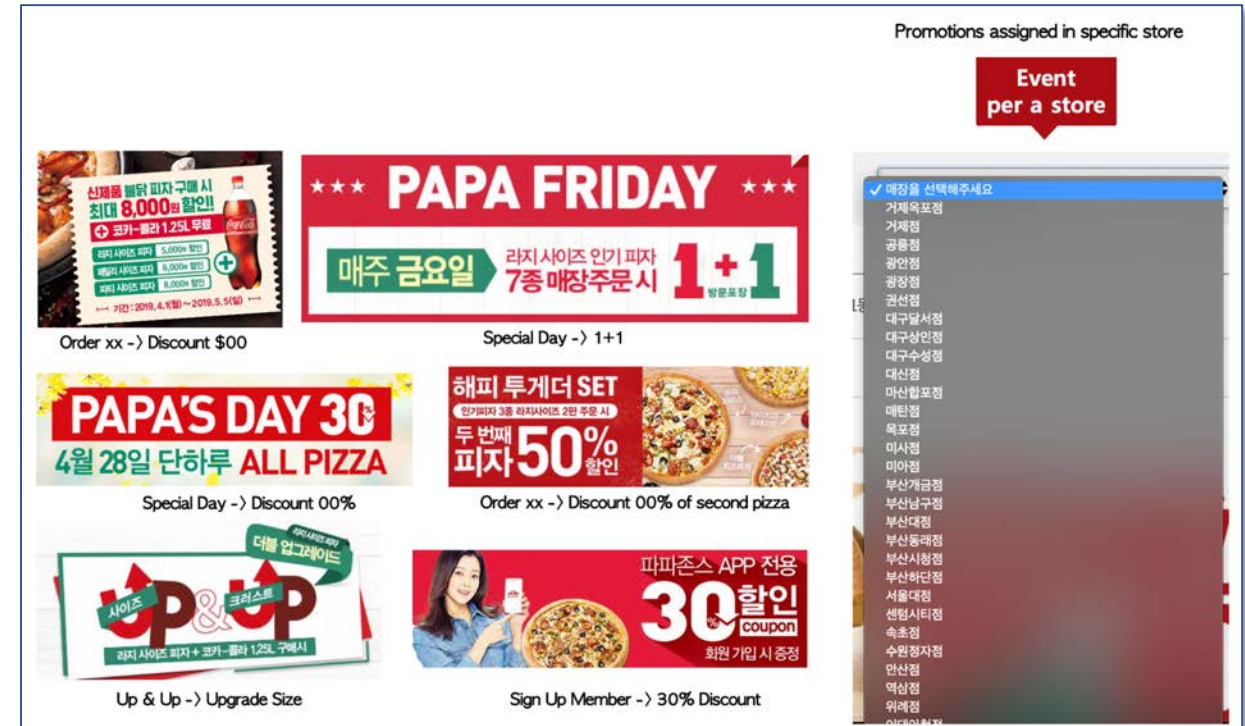CNT TECH

CMS
Promotion Management

Dynamic pricing for stores segmented by region & other options

Various types of promotions would be provided in the promotion engine

Condition of promotion can be set

Example of promotion releasing

About

Reports & Analysis
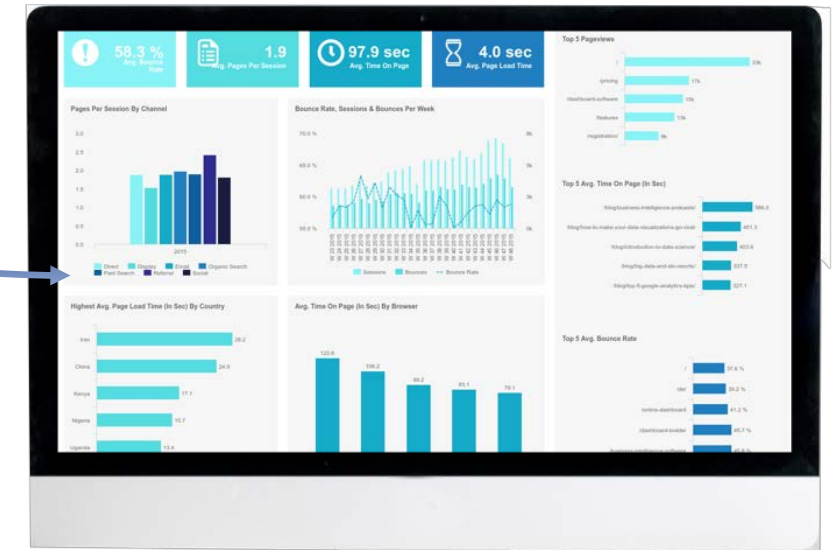
CHAPTER 10

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Business Intelligence

Business Intelligence

Business Intelligence

For increasing a conversion rate

- Minimize clicks for ordering successful rate

- Dynamic Promotion Exposure

- Recognize high reactive promotion from customer based on analyzed data
- Efficiently manage a promotion

CNTTECH

www.cntt.co.kr

From Global Platform Leader, To Global Platform Accelerator

THANK YOU