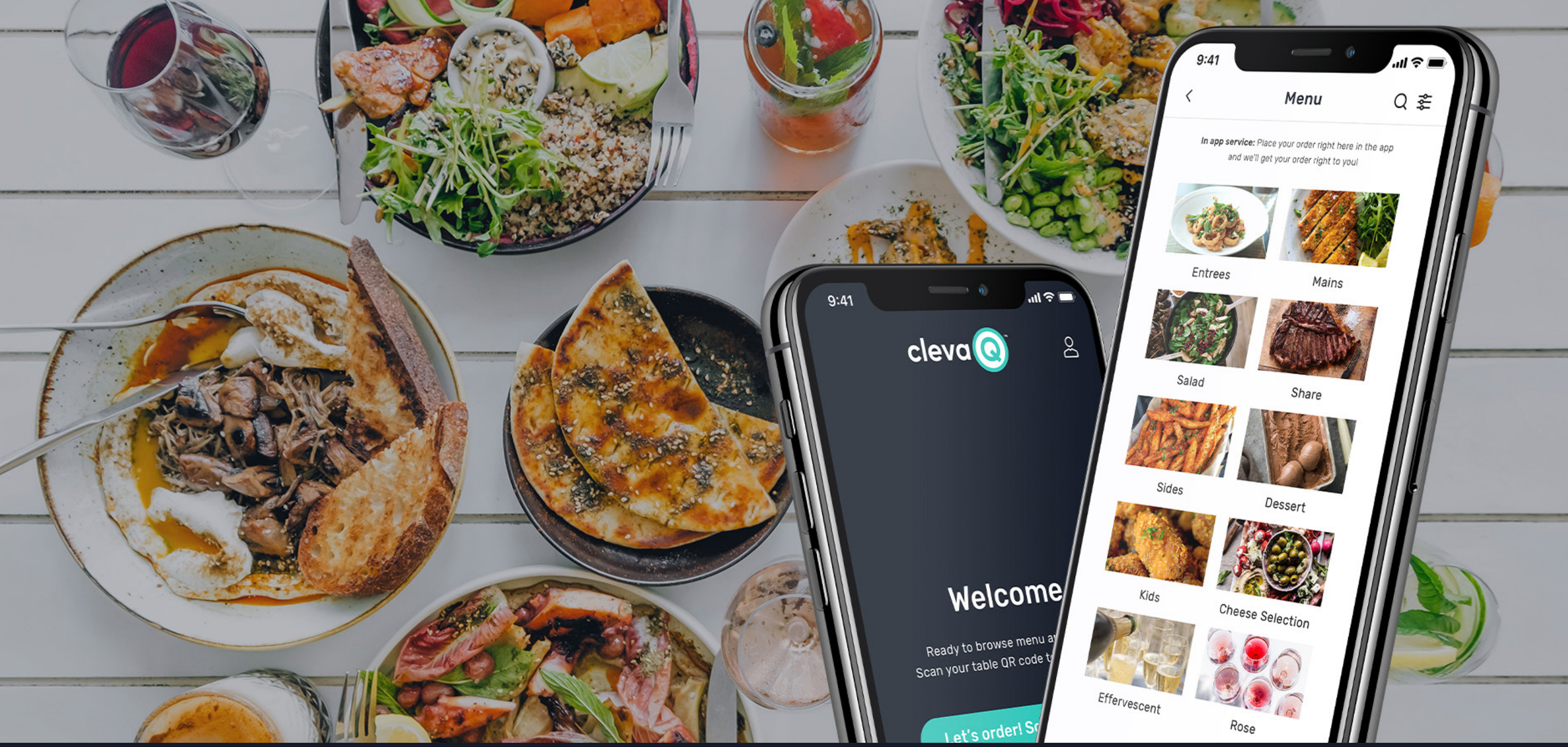
ClevaQ and BTG

Mobile Ordering Solution

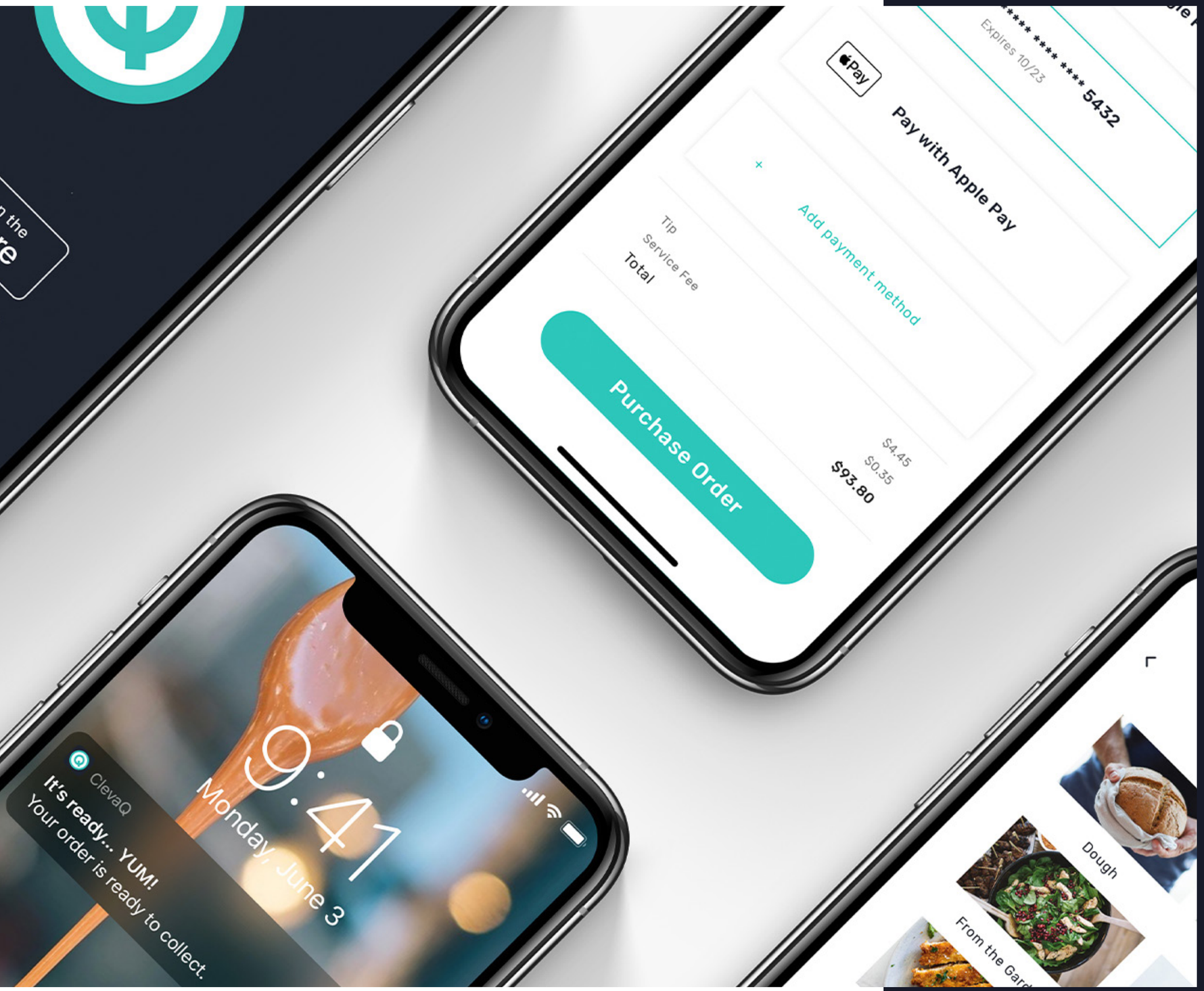
cleva Q™



cleva Q™

The Smarter Way to Queue

ClevaQ is a virtual mobile queuing, ordering and payment solution that transforms the dining experience.



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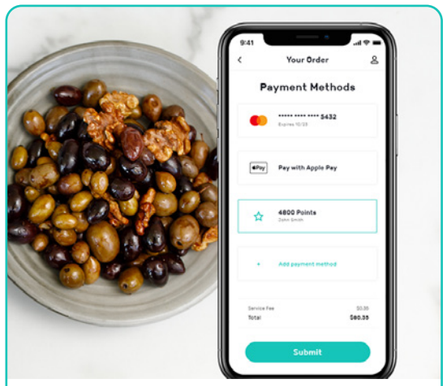
Platform opportunities

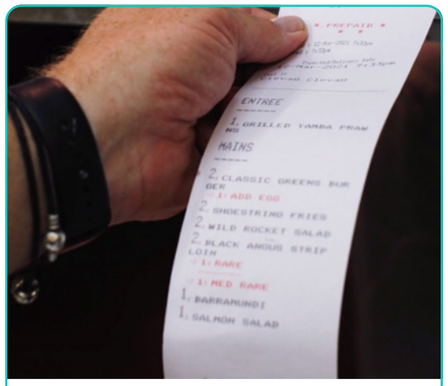
The ClevaQ platform can enable the following guest experiences.

An end-to-end solution that adds value to vendors and also enriches the customer experience.

Fully Integrated with your point-of-sale.



Fully Integrated with your gaming provider.



Consolidation of dockets.

Run a tab for groups.

Importantly, the ClevaQ solution comes at the right price for vendors.

State of the marketplace

66%

of **small business owners rely on mobile devices** to manage operations.

(Constant Contact)

Mobile apps save small business employees

725 million

work hours per year.

(CNBC)

By 2023, the **digital economy's contribution to national GDP** is expected to **increase by**

40%

(DAE, 2019)

How can we take full advantage of these opportunities?

ClevaQ

Our story begins with our vendor founder Paul, along with his business partners Dan & Rob, and their passion for blending good times and casual dining to create an exceptional customer experience.

As hospitality veterans, we're obsessed with finding the perfect recipe for the ultimate food affair - that ideal mix of out-of-this world meals and drinks, and infallible service.

Being vendors ourselves, we understand the different offerings across the hospitality sector. Whether you manage a cafe, restaurant, pub, club or hotel, we have built a software solution that can be tailored around your service offering.

So we hand-picked a team of intelligent project delivering experts with worldly experience and created ClevaQ – a virtual queueing platform and app that transforms the dining experience. Importantly, our subscription based platform is at the right price.

clevaq.com.au

Meet The Team

PAUL PISANI
FOUNDER AND MANAGING DIRECTOR

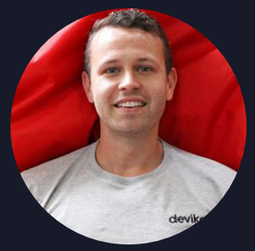
KEN KENCEVSKI
DEVIKA, TECHNOLOGY PARTNER

SEAN FANNING
CREATIVE DIRECTOR

PHILLIP WAGSTAFF
BUSINESS DEVELOPMENT

ROB LECHOWICZ
VENDOR ADVISOR

DANIEL SORRIDIMI
VENDOR ADVISOR



MATTHEW ROWLES
LEAD SOFTWARE ENGINEER

JAKE SHELLEY
CUSTOMER EXPERIENCE

ALEX BECHELLI
STRATEGIC PARTNERSHIPS

Features

Created by Vendors for Vendors.

Simple Ordering

Easy Payment

Personal Buzzer

Split Bill

Linked Orders

Create Tab

Tailored Menu

POS Integration

Vendor Portal

Customer Rewards

Solution Features

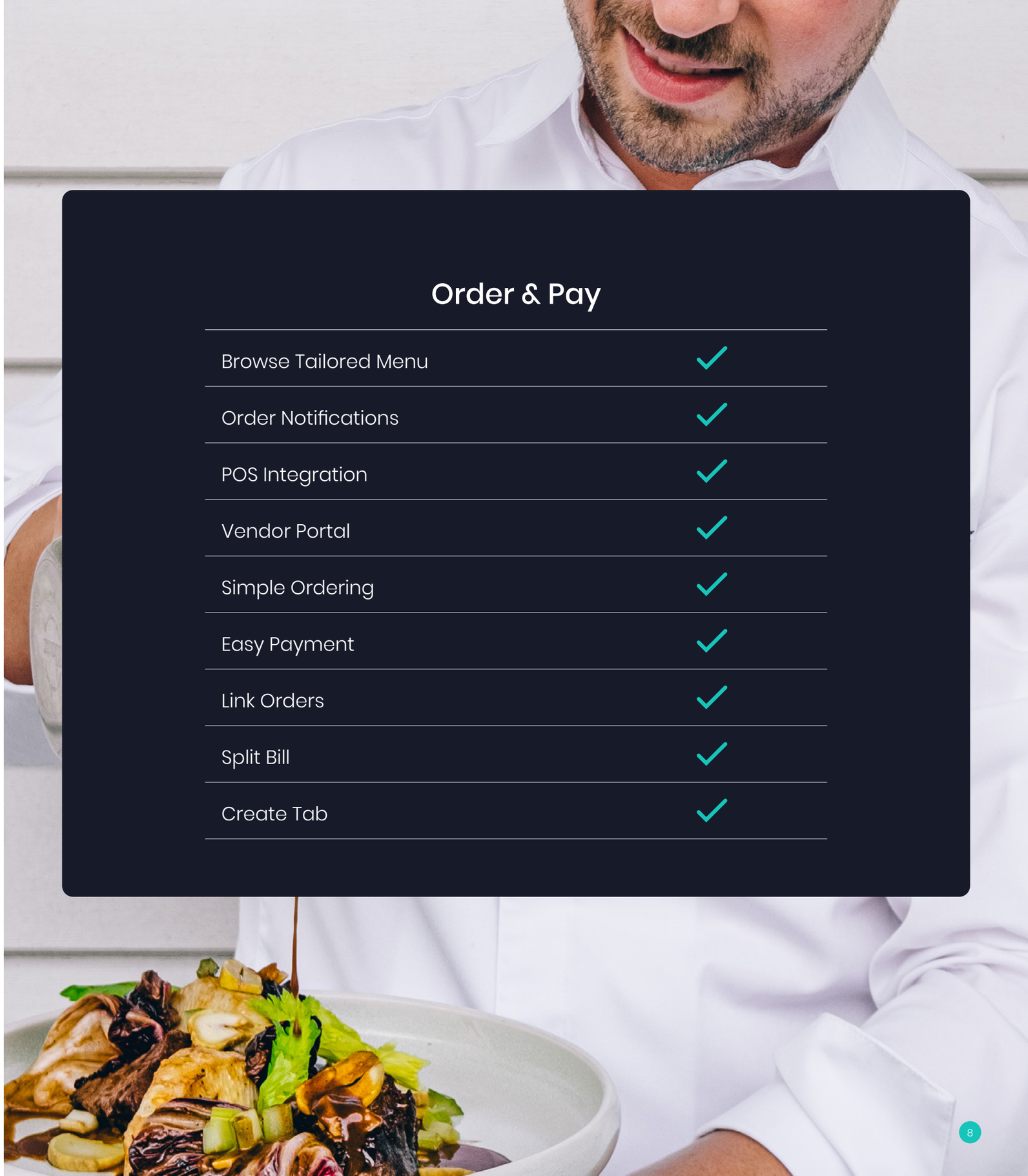
ClevaQ is a software solution delivering a fresh ordering system to the hospitality industry.

ClevaQ Order & Pay

ClevaQ allows you to order from anywhere, so you can jump the queue and dive straight into the good stuff. Pick up from counter, or deliver it to the table.

Dining with other guests? Receive your order at the same time by linking orders. You can also split the bill evenly, manually or by order items.

ClevaQ facilitates payments by all debit and credit cards, apple pay and google pay.



Order & Pay	
Browse Tailored Menu	✓
Order Notifications	✓
POS Integration	✓
Vendor Portal	✓
Simple Ordering	✓
Easy Payment	✓
Link Orders	✓
Split Bill	✓
Create Tab	✓

Vendor Features

A comprehensive ordering and customer data platform.

Vendor Management

ClevaQ's Vendor Portal allows vendors to have real time control over menu items and categories, promotions and discounted items, users and more.

Vendor Payment

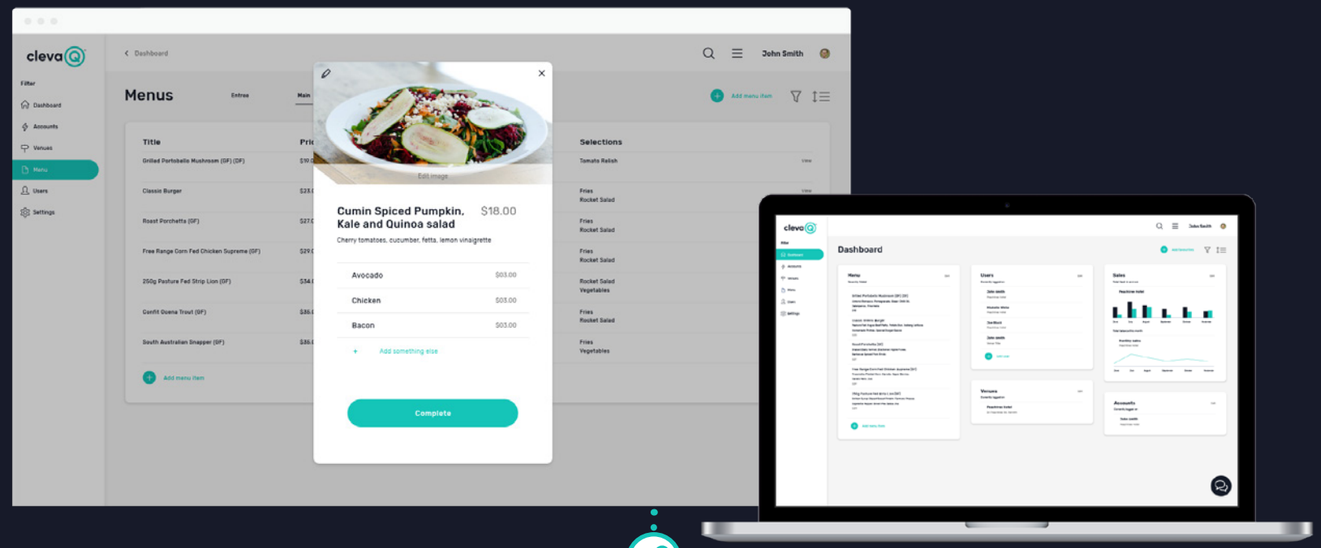
Till

Till is our payment gateway option and will settle directly to the customer account.

Payment Partners

Pay Pay All debit & credit cards

Vendor Portal



POS Integration

Seamless integration to Point Of Sale platforms and integration hubs.

Bepoz idealpos Partner Swift POS InfoGenesis doshii Jensen Data Systems ABACUS

Gaming Integration

Seamless integration to gaming system solutions.

ARISTOCRAT EBET IGT Odyssey GAMING SERVICES

Benefits

Safe. Convenient. Contactless.

ClevaQ streamlines ordering and payment so vendors can spend more time doing what they do best. We focus our attention on delivering a solution that allows you to maintain the right flow in your venue. And food lovers can spend more time enjoying their meals.

Vendor benefits

A safe and convenient contact-free solution to view, order, pay and receive your favourite meals via your mobile phone.

Intelligent Point of Sales Systems

With ClevaQ, you get the exact features you need to serve up a sensational dining experience, and nothing you don't need. Importantly, we don't think we should be a silent shareholder in your business, taking up to 7% per transaction from your customers.

Service improvements

Enhanced service to poker machines and improvements to service and wage efficiencies.

Menu Flexibility

- Instant update menu capability through the vendor portal
- Create Specials on the go
- Dietary filtering

Digitise your queue and optimise flow

Reduce the congestion in waiting areas. Provide automated notifications of a customer's place in the queue.

Order from anywhere, so you can jump the queue and dive straight into the good stuff.

Pick up from counter, or deliver it to the table.

Flexibility and insights

Choice of payment: Cash or card, allow for pre-payment, create a tab.

Reward system: We can integrate with your existing or start one afresh!

Insights and data: Generate customer data to enhance Club development and performance.

Link orders

Dining with other guests? Receive your order at the same time by linking orders.

Consolidation of dockets

ClevaQ intelligently consolidates linked orders onto a single docket so they can be prepared and delivered together.

Order notifications

Personal 'buzzer' notifications direct to your mobile when your order is being prepared, ready and completed.

Data protection and privacy

The modern security and data protection landscape is highly complex and can be implemented in many shapes and forms. ClevaQ produces only the highest quality digital products with this at the forefront of our minds.

The following outlines some of the key components of our security-first philosophy.

Cloud native

- Software is deployed within VPC's (Virtual Private Cloud) to ensure data integrity and security.
- DDOS (Distributed Denial of Service) attack protection.
- WAF (Web Application Firewall) uplift for products with large, universal traffic that require it.

Industry standards

- OWASP Top 10 adherence (shallow responses, logging, monitoring, alerting).
- Regular penetration testing.
- Consistent security patching for all dependencies.

Security

- Security is automated, zero human involvement.
- Encryption by default at all layers (SSL, encryption-at-rest, component isolation and claims).
- End-user authentication: JWT (JSON Web Tokens)
- Trusted third parties to reduce commercial risk: RSO/SSO (Reduced/ Single Sign-on) for third party auth vendors e.g., Apple, Google, Facebook & payment platforms e.g., Stripe, Braintree.

Data Security & Integrity

- Point-in-time disaster recovery for data.
- Regulation and policy compliance for PII (Personally Identifiable Information) - financial and health, data, and assets where necessary.
- Client Protection: Terms and Conditions + Privacy Policy guidance.

Logging, monitoring & alerting

- Log and monitor all events of interest.
- Troubleshooting made simple through dense logs.

Communication

- Encrypted in-house communication tools so no secrets can escape.

Generic Account Management + System Access

- Industry leading tools.
- Environment specific keys (SSH).
- IP whitelisting for cloud platform access.
- Multi-factor authentication.

CLEVAQ.COM

Our Partners

northscollective

Marlow HOTEL GROUP

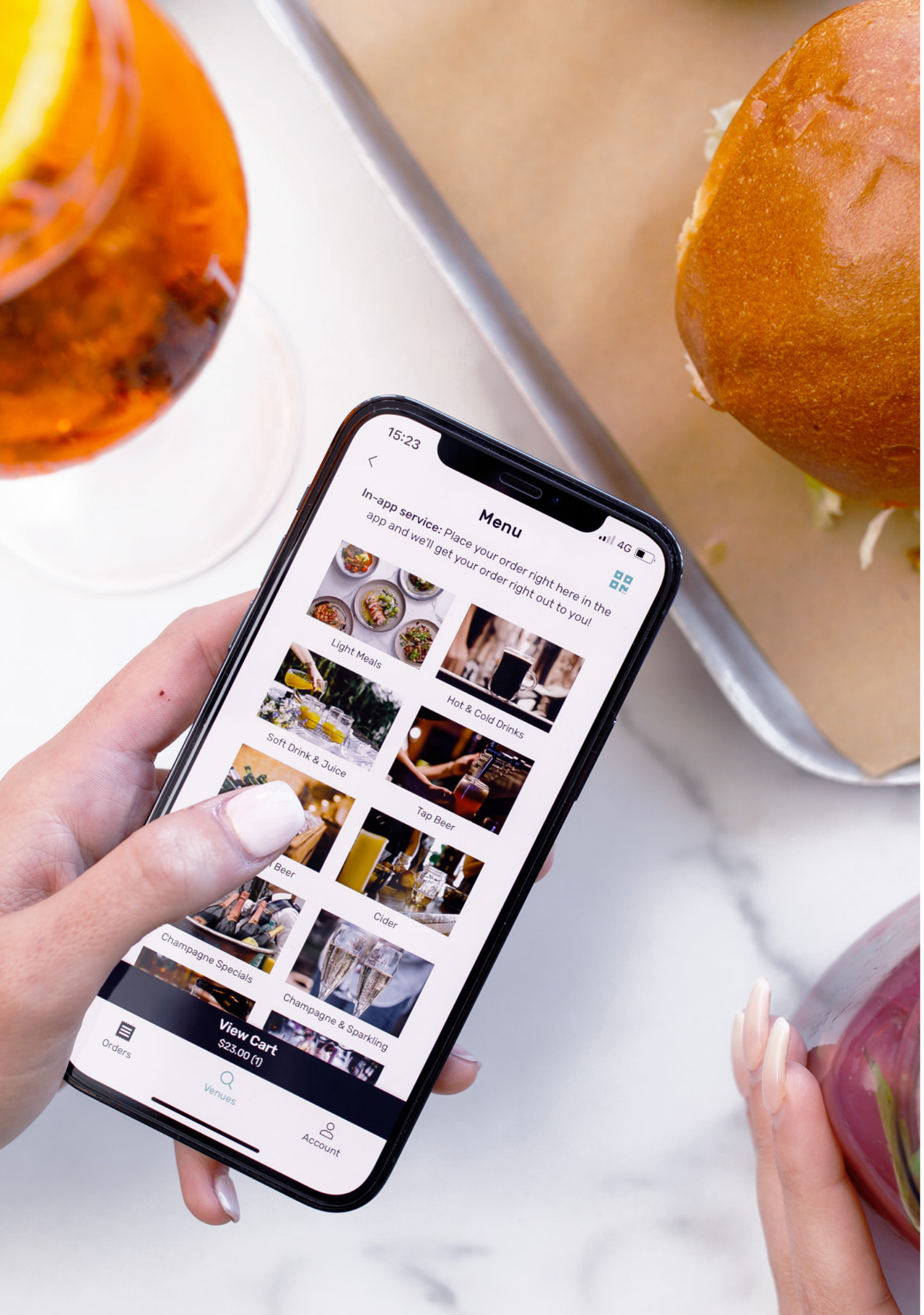
Momento HOSPITALITY

EST. 1848 THE ROYAL RICHMOND HOTEL

BLACKWOOD • PANTRY •

Strathfield SPORTS CLUB

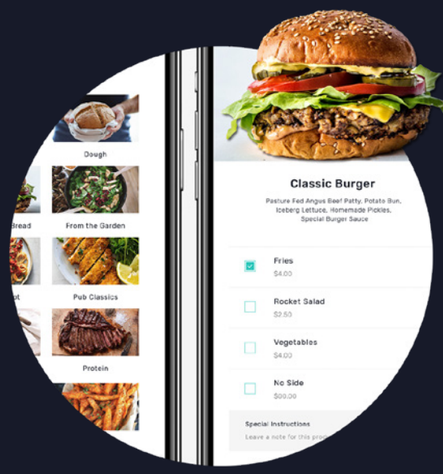
and many more


15:23
Menu
4G
In-app service: Place your order right here in the app and we'll get your order right out to you!
Light Meals
Hot & Cold Drinks
Soft Drink & Juice
Tap Beer
Beer
Cider
Champagne Specials
Champagne & Sparkling
View Cart
$23.00 (1)
Orders
Venues
Account

Browse menu, order and pay
Scan QR code to get started.
clevo

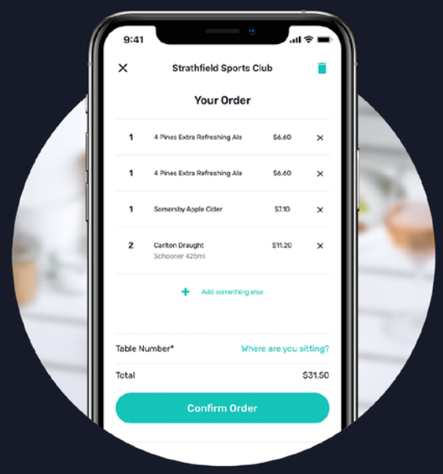
How it works

Never wait in a queue again.



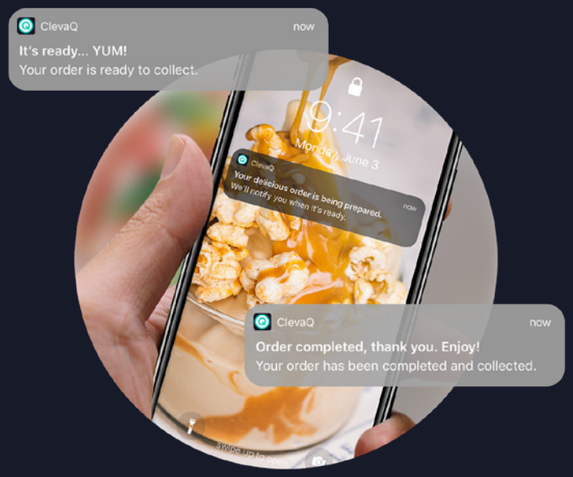
Browse Menu

It's never been easier to view your favourite dishes.



Order and Pay

Make your selection and pay direct from your phone.



Get Notified

We keep you in the loop so you know exactly when your order will arrive.

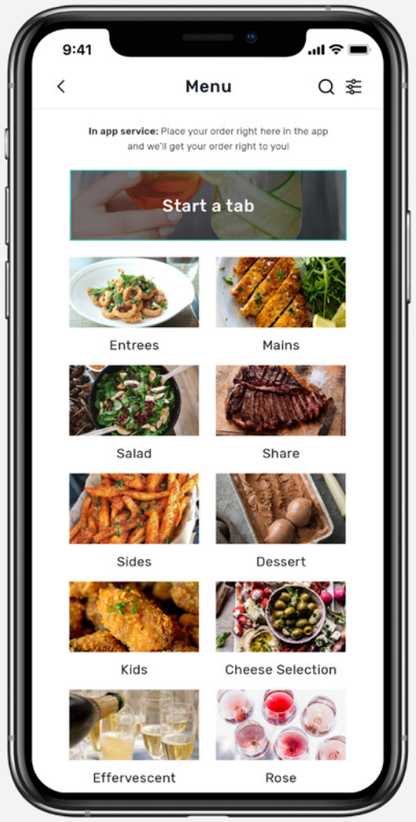
How It Works

Order & Pay

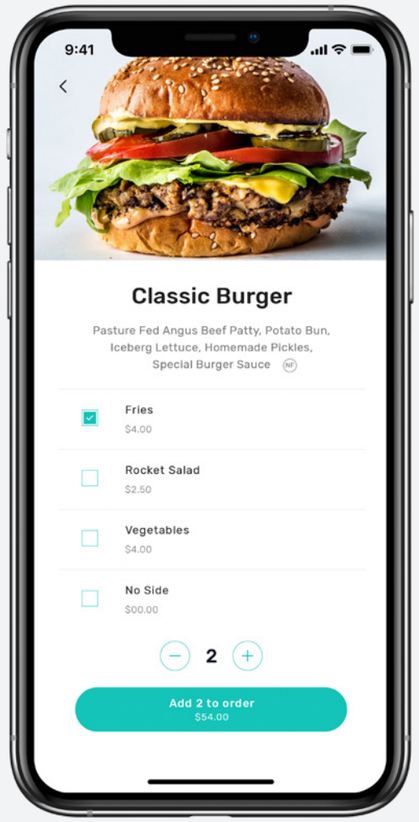
User Scenario

Mike enters the club and scans the ClevaQ QR code on his table. He browses the club menu and selects the burger with a side of fries. ClevaQ checks that Mike is eating at his table before he places his order and pays. Mike leaves a tip because he's happy with the service he's received.

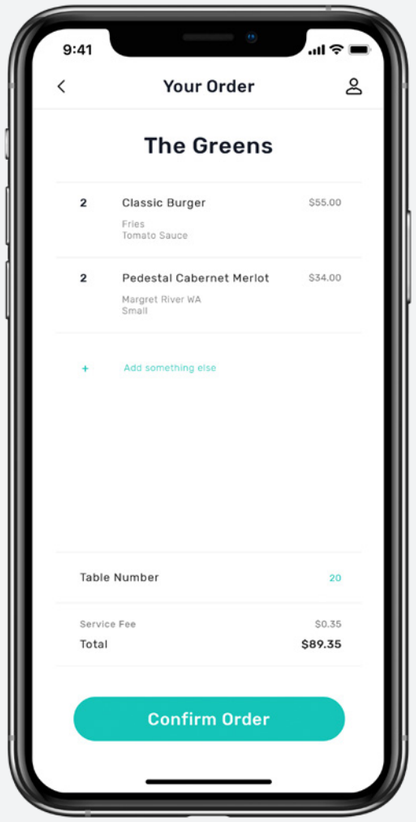
Scan QR Code



Browse Menu



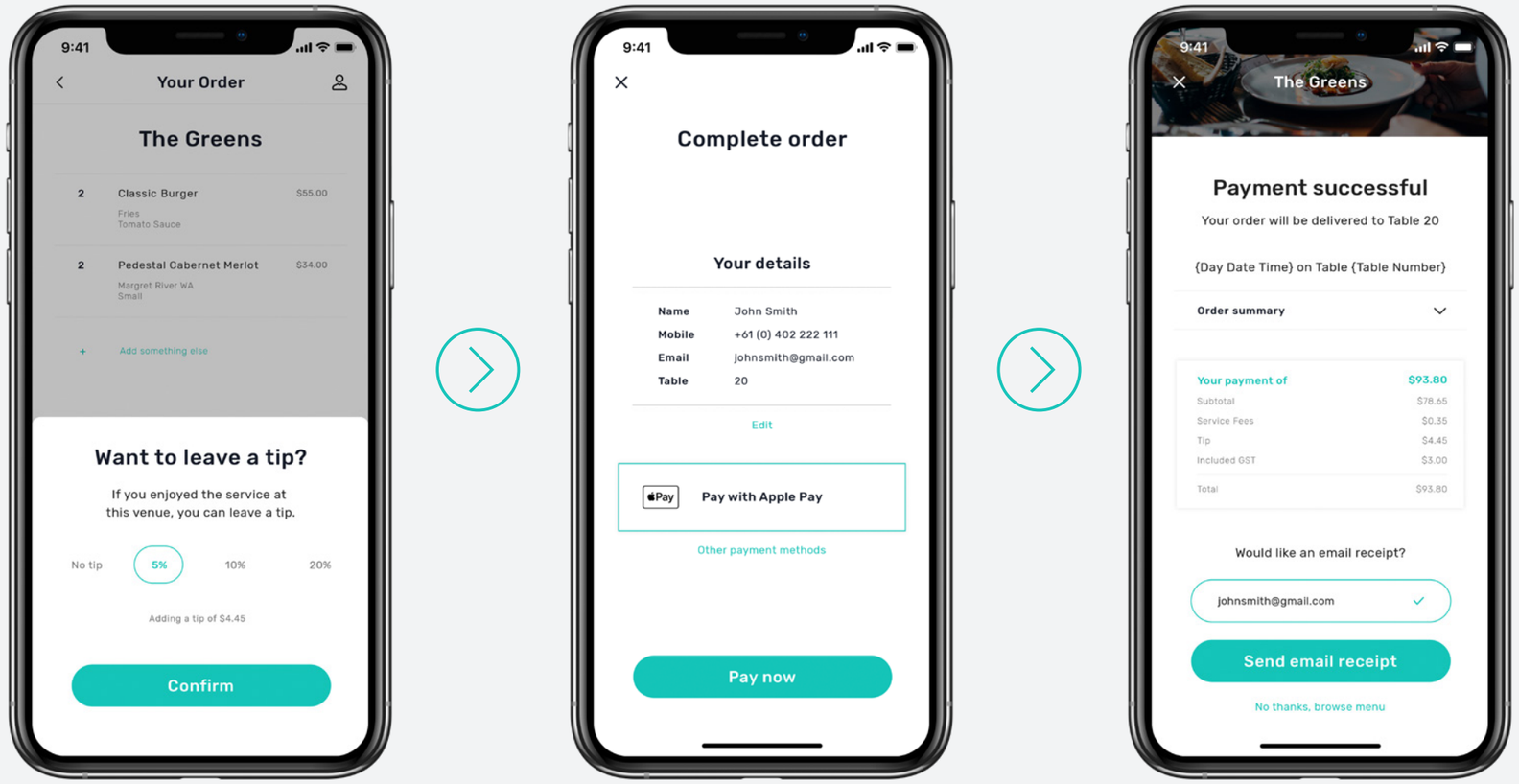
Make selections and order



Pay

How It Works

Order & Pay cont.



Leave a tip

Review order

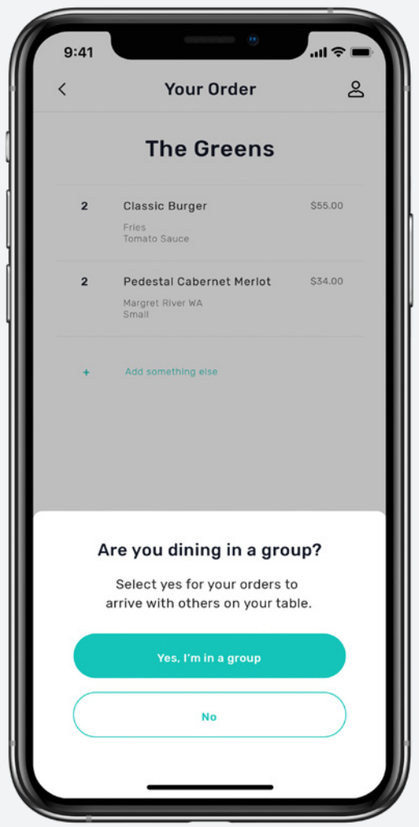
Payment successful

How It Works

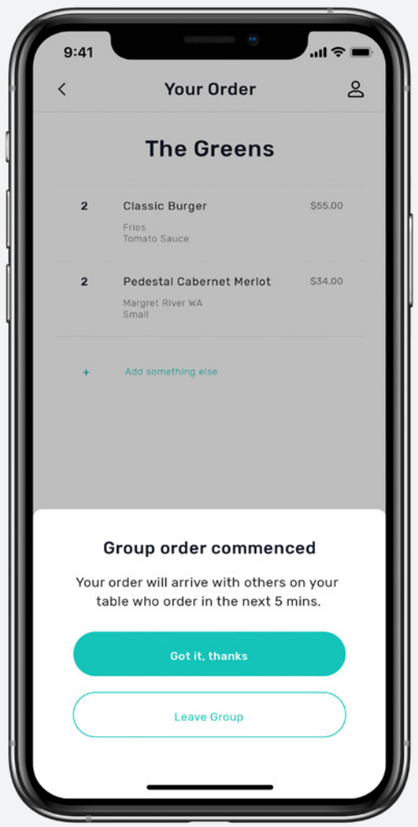
Linked Orders

User Scenario

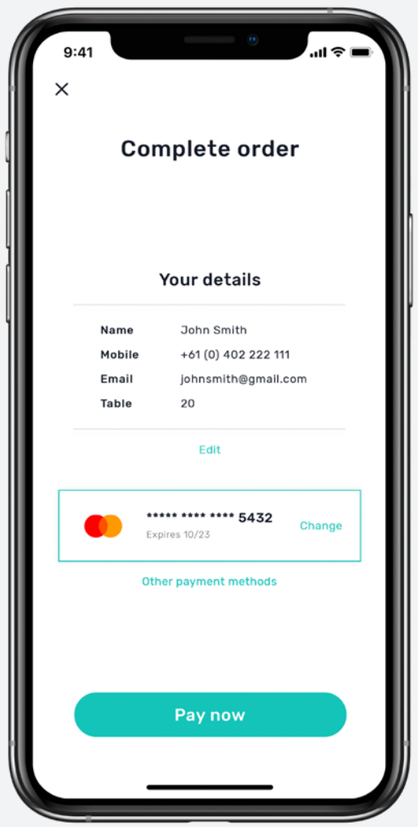
Jenny and Simone and their families are visiting the club. They scan the table QR code and both start ordering separately. ClevaQ recognises they're on the same table and asks them if they'd like to link orders. They follow the prompts and their orders are now linked. The kitchen now has a consolidated docket and knows they are dining together.



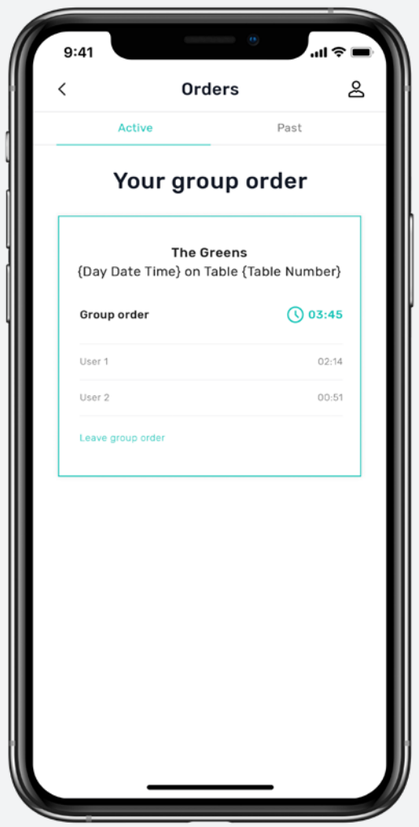
Link order prompt



Group order commenced



Review order details



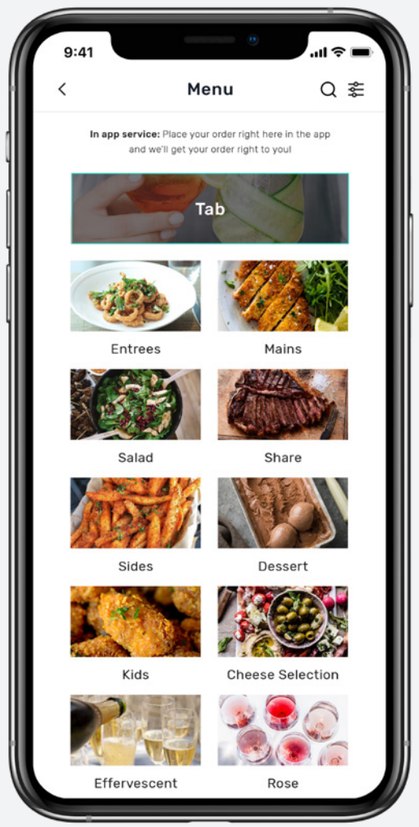
Review group order status

How It Works

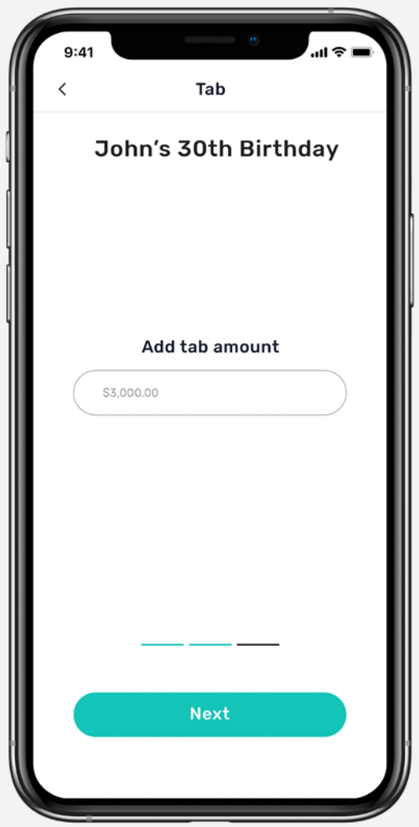
Tab

User Scenario

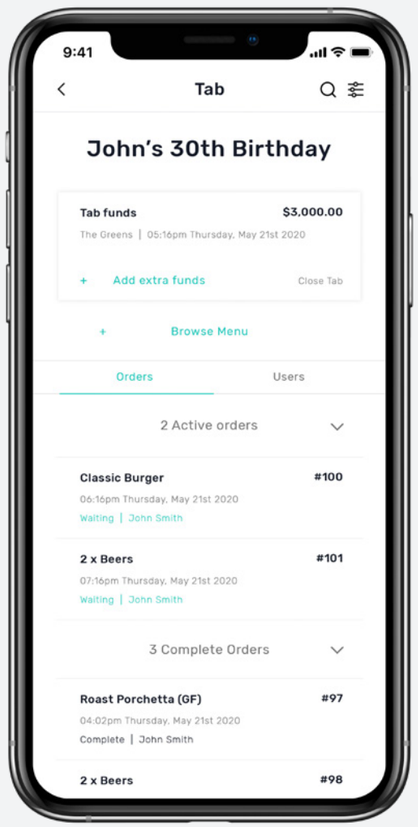
John is hosting his 30th birthday at the club. He creates a tab in ClevaQ and adds funds for the evening. He adds 23 users to the tab and starts ordering from the app, using the tab funds. John keeps track of the tab orders throughout the night.



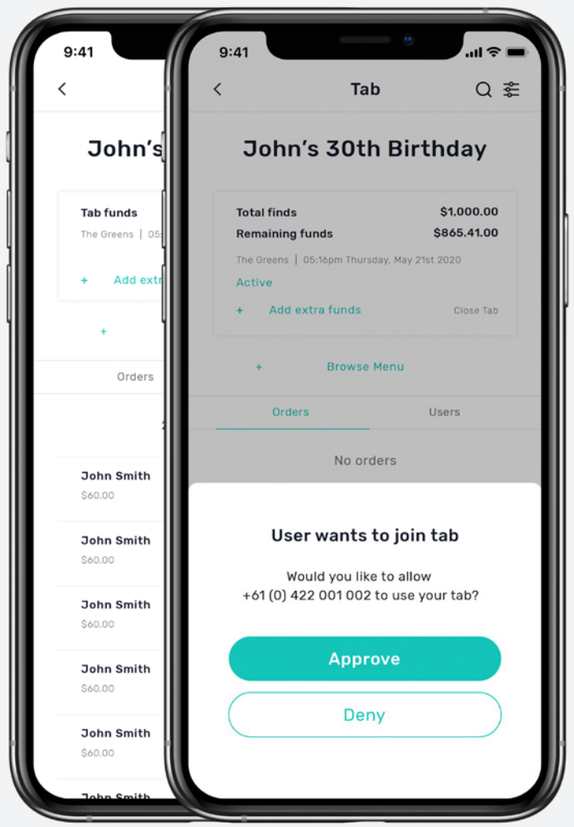
Start 'Tab'



Add tab name and funds



View and add orders to tab



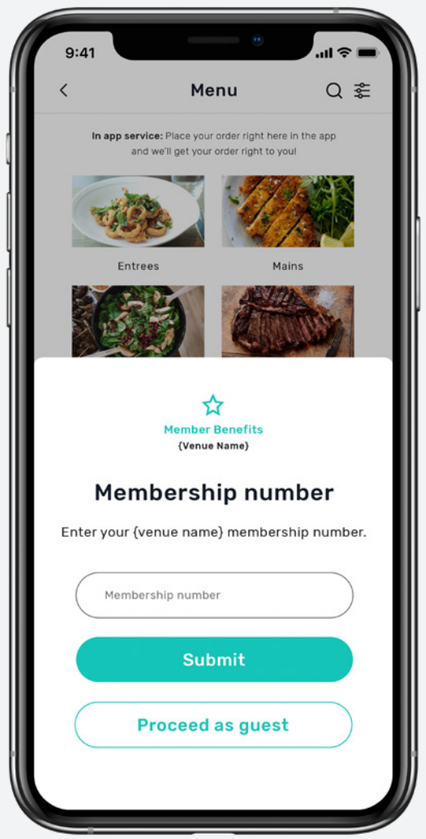
View and add tab users

How It Works

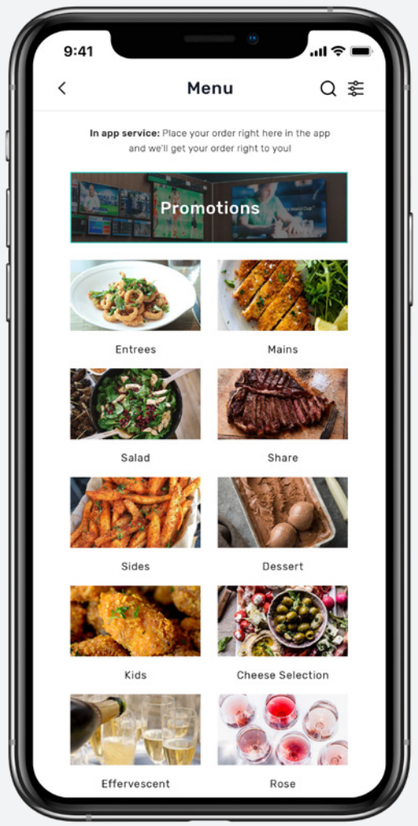
Members

User Scenario

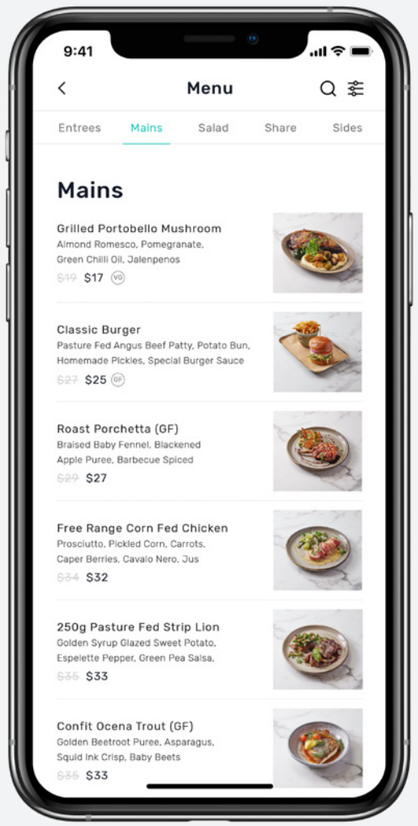
Paul uses the ClevaQ app in his club and is prompted to connect his club membership. Once connected Paul receives discount pricing and access to member promotions and rewards.



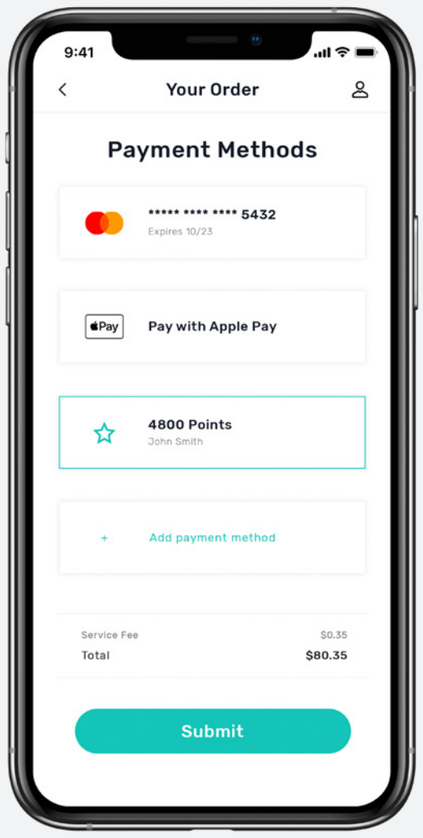
Access your membership



View venue promotions



Browse menu with member pricing



Pay with points

Key contacts

Keeping you informed.

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cleva
Q
™