



IZIPASS

For over 10 years IZIPASS has been supporting restaurant owners and local shops from the small independents to the large chains, in the management and development of their businesses. Armed with this experience, they have developed a wide range of tools to respond to the challenges faced. IZI-Pass solutions gives the business owner one point of contact for creating their customer acquisition and loyalty strategies and point-of-sale management using innovative systems for cash registers, customer loyalty, online order sites, terminals and mobile apps.

<https://www.izipass.pro>



THE RESTAURANT INDUSTRY



"THE REINFORCED SCREEN OF CROSSCALL PRODUCTS IS A REAL BONUS"

450
CUSTOMERS

THE CHALLENGE

How does your company organise its mobile phone pool?

We equip our customers with our Izipass solutions that are built into devices. We've deployed Crosscall smartphones at the Basilic & Co chain as well as the VATEL establishments (VATEL café & VATEL gourmet).

What was the main issue you faced?

The disadvantage of the catering industry and therefore for our customers is that they have dirty, greasy and wet hands. When they clear a table or a plate, our waiters are put to the test. Most of the time, waiters have their mobiles at waist height: one knock against the edge of a table and the screen breaks!

Had you encountered other competing manufacturer solutions?

We had worked with a non "rugged" smartphone brand and despite the casing protection the screens still cracked and the responsiveness of the terminal was not ideal. We also approached other device brands but they were not smartphones. Their usage was therefore very restricted.



ACTION-X3

“During busy periods, between midday and two, every last second of battery is important.”



X-DOCK

What solution were you looking for?

A solution that was, above all, sturdy, with a long life battery! And this is the case with Crosscall products. The reinforced screen is a real bonus. The battery holds its charge a lot more than other models on the market. This gives users a convenient workplace option.

Could you tell me about the solution that you have chosen? How does it work?

Our collaboration with Crosscall began with the **TREKKER-X3**. We really wanted to be able to use the X-LINK technology. Because of this, we continued the roll-out with the **ACTION-X3**.

What do you think of the ecosystem of accessories and the X-LINK technology?

Our customers are really delighted with "X-LINK". It is absolutely amazing. They love it.

We recommended the charging station (**X-DOCK**). It is so convenient, not having to open the waterproof caps or connect your smartphone. When waiters come to the counter between 2 orders, they can place it on the **X-DOCK** station. It's a real plus for the smartphone's battery life.

And the other accessories?

Yes, we are familiar with other accessories like the external battery (**X-POWER**). During busy periods, between midday and two, every last second of battery is important. Our customers can't be in a situation where the battery dies.

What are the advantages for your employees and the IT department?

Fewer broken products. The high resistance of these products means that less time is wasted in their everyday management.



Has you had any feedback from your customers?

Basilic & Co are really pleased. They are especially positive about X-LINK and are asking for it!

Are you completely satisfied with the solution?

Yes, we are completely satisfied. The breakdown rate is close to 0%.

Would you recommend this solution?

Yes. We're telling our friends and family about it too. And I bought one for my wife, on a personal basis. After 3 broken smartphones, we wanted a product that was tough.

Testimonial of Vincent Neveu,
IZI PASS Sales manager