



**HME CLOUD Drive-Thru Leaderboard™**

Top 3 Stores			Current Rolling Hour			Current Day		
Rank	Store	Goal	Cars	Avg	%	Cars	Avg	%
1	60825	03:30	48	02:01	94	945	03:17	71
2	University	03:30	89	02:04	99	1179	03:16	65
3	main st.	03:30	82	02:04	99	1268	02:51	77

  

Store 24042			Current Rolling Hour			Current Day		
Rank	Store	Goal	Cars	Avg	%	Cars	Avg	%
13	90739	03:30	76	02:58	62	1190	02:57	76
14	6486	03:30	82	02:58	74	1199	03:11	65
15	24042	03:30	59	02:58	68	1094	03:04	69
16	24009	03:30	111	02:58	83	1408	03:12	67

  

Current Rolling Hour			Current Day		
Cars	Avg	%	Cars	Avg	%
66	03:35	45	1091	03:23	63
76	04:10	41	1141	03:27	58
53	04:22	47	836	03:31	59



# HME's Drive-Thru Optimization System™

- ZOOM® Drive-Thru Timer
- HME Drive-Thru Leaderboard™
- HME CLOUD® Enterprise Management



# Optimize Your Drive-Thru Performance with ZOOM®, Leaderboard™, and HME CLOUD®



View a real-time picture of what's happening in the drive-thru with ZOOM's intuitive and user-friendly in-store dashboard.

## ZOOM® Drive-Thru Timer REAL-TIME DATA FOR IMMEDIATE RESULTS

Running a profitable drive-thru takes speed, accuracy and the ability to adapt to ever-changing conditions. That's why HME, the world leader in drive-thru timing, created the ZOOM Drive-Thru Timer System.

ZOOM's advanced design provides complete visibility into your entire drive-thru operation. Its intuitive, multi-color dashboard provides a clear picture of what is happening in the drive-thru in real-time. This allows managers and crew to instantly identify bottlenecks and take immediate action to speed things up.

## HME Drive-Thru Leaderboard™ MULTI-STORE EMPLOYEE MOTIVATIONAL TOOL

Compatible with ZOOM and HME CLOUD, HME Drive-Thru Leaderboard compares and ranks store speed-of-service on an easy to read, in-store display. Employees can monitor their store's ranking and take action to improve their overall standing. This real-time multi-store comparison fuels a friendly competition among stores that also improves service speed, employee productivity, and your bottom line.

HME CLOUD Drive-Thru Leaderboard™									
Top 3 Stores			Current Rolling Hour			Current Day			
Rank	Store	Goal	Cars	Avg	%	Cars	Avg	%	
1	60025	03:30	48	02:01	94	945	03:17	71	
2	University main st.	03:30	89	02:04	99	1179	03:16	65	
3	24042	03:30	82	02:04	99	1268	02:51	77	
Store 24042			Current Rolling Hour			Current Day			
Rank	Store	Goal	Cars	Avg	%	Cars	Avg	%	
13	90739	03:30	76	02:58	62	1190	02:57	76	
14	6486	03:30	82	02:58	74	1199	03:11	65	
15	24042	03:30	59	02:58	68	1094	03:04	69	
16	24009	03:30	111	02:58	83	1408	03:12	67	
17	82758	03:30	86	03:06	62	1056	02:48	77	
Bottom 3 Stores			Current Rolling Hour			Current Day			
Rank	Store	Goal	Cars	Avg	%	Cars	Avg	%	
19	50621	03:30	66	03:35	45	1091	03:23	63	
20	2156	03:30	76	04:10	41	1141	03:27	58	
21	56549	03:30	53	04:22	47	836	03:31	59	

Instantly compare your store's performance to other restaurants in your network and challenge stores to compete against one another using HME Drive-Thru Leaderboard.

## The Winning Combination for Drive-Thru Management

HME's Drive-Thru Optimization System (DTOS) combines ZOOM, Leaderboard, and HME CLOUD to deliver the industry's most comprehensive drive-thru management system. Whether you're identifying bottlenecks at the store level or comparing the performance of multiple stores, DTOS provides the data needed to improve service speed, drive sales and increase profitability.

“After just one month, we experienced a ten percent increase in drive-thru transactions and sales.”

TERRY BROMLEY | MAJOR QSR DIRECTOR OF OPERATIONS



Quickly view multi-store performance in real-time and challenge store managers to meet specific goals for a more efficient and profitable enterprise.

## HME CLOUD® Enterprise Management MULTI-STORE MANAGEMENT WITH EASE

By combining ZOOM with HME CLOUD, you can compare and analyze performance data from multiple stores to easily pinpoint performance improvement opportunities for your entire operation.

HME CLOUD allows you to quickly view store rankings and identify what each store needs to succeed. Effortlessly compare your restaurants at the top level, and drill down into specific stores to examine the details to better understand problem areas and resolve issues. With HME CLOUD, you can set goals and control settings remotely from your laptop, tablet, or smartphone, giving you complete control of your operation anytime, anywhere.

# ZOOM® Drive-Thru Timer System



“ ZOOM shows me everything that’s happening in my drive-thru on one easy-to-read screen. ”

KARIM KHOJA | MAJOR QSR OWNER

Customize the dashboard to fit your store’s drive-thru configuration and display the information most important to you.



## Dashboard Display

### REAL-TIME VIEW OF DRIVE-THRU PERFORMANCE

ZOOM’s easy-to-read dashboard allows employees to instantly see how they’re doing and find ways to improve their speed. Use real-time information and instant feedback about performance to take action.

Customize the dashboard to fit your store’s drive-thru configuration. The intuitive color display changes from green to yellow or red based on set goals to help motivate employees to push for better service times. The ZOOM dashboard can be customized to show up to eight real-time events in single, dual, or “Y”-lane configurations.

ZOOM also makes it easy to show the information most important to you. Select pre-configured metrics to appear on the dashboard, or configure your own from tracking the time between any two detection points.



## Goals and Pace

### MOTIVATE YOUR EMPLOYEES

Crew members perform best when they work toward goals. ZOOM enables you to set goals for time and total cars for employees to strive to beat each hour. You may also display the percentage of goals met to track overall goal success.

ZOOM’s pace metric estimates the total cars that will be served at the end of the hour based on employees’ current speed of service. It shows employees if they’re on pace to reach their goal or if they need to speed things up!



“ Within one week of installing ZOOM at a store with historical speed-of-service problems, we shaved 22 seconds off our total drive-thru time. ”

BILL MAYESKI | MAJOR QSR MANAGER

# HME Drive-Thru Leaderboard™



“ HME Leaderboard has allowed all of my restaurant teams to know how they’re doing compared to the others – they are always working to be on top! We see a concentrated team effort from our crew to be better than their peers! ”

DARRELL TROESTER | MAJOR QSR OWNER

## Motivate Employees by Creating Competition among Restaurants

The all-new HME Drive-Thru Leaderboard\* brings multi-restaurant competition inside the restaurant. By comparing performance across multiple restaurants, employees are motivated to improve their overall ranking and speed of service. Drive-Thru Leaderboard creates a competitive environment — increasing staff productivity and improving customer service across your entire enterprise.

\*HME CLOUD® Premium (with Leaderboard) subscription required.

# HME CLOUD® Enterprise Management

*HME CLOUD puts your entire enterprise at your fingertips. View multi-restaurant dashboards with ease at a glance or drill down into individual restaurants with detailed reports.*



## Multi-Restaurant Dashboard AT-A-GLANCE COMPARISONS

HME CLOUD gives multi-restaurant operators the ability to monitor their entire enterprise in one view. Intuitive dashboard rankings show a summary of key metrics for multiple restaurants so you can quickly understand how each of your restaurants is performing against the others in real-time.

By viewing all of your restaurants on the HME CLOUD dashboard, you can immediately identify high- and low-performing restaurants and easily drill down into the details of why individual restaurants are performing well or not meeting expectations.

## Multi-Restaurant Reporting IN-DEPTH VIEW OF YOUR ENTIRE OPERATION

The reporting feature from HME CLOUD provides an even deeper look into your enterprise and allows multi-restaurant managers to specifically target key areas of improvement for any restaurant. HME CLOUD reports are customizable so you can easily view information on all, some, or just one of your restaurants with a few simple clicks. And with HME CLOUD you can quickly save or share your reports anytime, anywhere.



## About HME

HME was the first to introduce the wireless drive-thru headset system to the QSR industry. Today we lead the industry in the number of worldwide QSR communication and timer system installations. Each day quick-service restaurants take over 25-million orders using our systems. HME provides communication solutions for the QSR drive-thru and dining areas, including wireless and cabled communication and timer systems, table location systems, service and support.