

ask  now



**Next Mobile Solutions**  
Data collection company

Technology with terminals

ask  now

EXHIBITIONS

CITY ADMINISTRATIONS

WELLNESS

HOTELS

COMPANIES

CONFERENCE

HOSPITALS

SPA

SHOPPING CENTERS

GASTRO SERVICES

CAR SERVICES

SCHOOLS

AIRPORT

MUSEUMS

SHOPS

OTHER SERVICES

AQUAPARKS





**The fastest way for measuring customer satisfaction**


Gynekologicko-porodnické oddělení

← Návštěvní místnost

← Pokoje č. 7 - 11

Pokoje č. 1 - 6 →

WC →

ask  now

Věnujte nám  
2 minuty svého času  
Na vašem názoru  
nám záleží



**PORODNICE**

**It allows getting customer feedback instantly and right from the place**





multilingual user interface



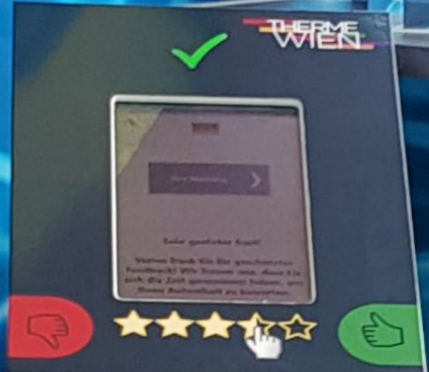
- ✓ video animations
- ✓ full screen videos
- ✓ teasers for company's products



Der Kurzurlaub mit Langzeitwirkung

therme Wien.

Falls Sie mich nicht persönlich antreffen können, Sie mich gerne telefonisch erreichen.  
Bitte Hörer abheben und rote Taste drücken




**THERME WIEN**

**IHRE MEINUNG IST UNS WICHTIG**

**Jetzt bewerten und gewinnen!**

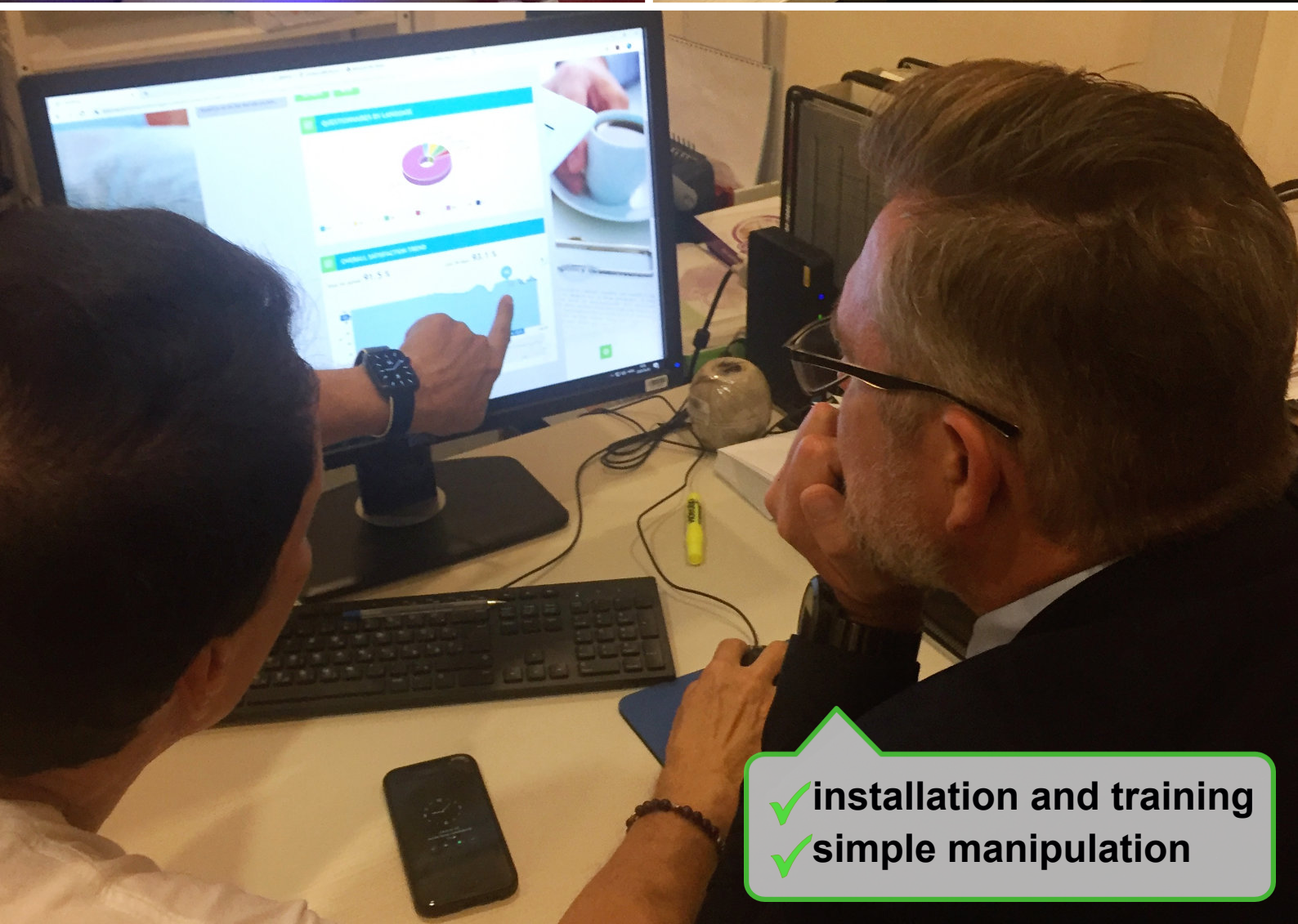
Ein Resort der VAMED Vitality World

**ask  now**  
Instant Feedback System

**Corporate branding**

- ✓ attractive corporate branding easy to change
- ✓ paper poster placed behind plexi shield
- ✓ easy to manipulation








different types of questions

ask now

Frage 6/12

Bitte bewerten Sie unsere SPA Wasserwelt:

*Wählen 5 Sterne die beste und 1 Stern die schlechteste Bewertung ist.*



Empfang und Abwicklung an der Kasse Sehr zufrieden

★★★★★

Sauberkeit im SPA Zufrieden

★★★★☆

Verfügbarkeit der Mitarbeiter Sehr zufrieden

★★★★★

Zurück Weiter

ask now

Frage 2.4/10

Kde jste nedávno viděla, slyšela nebo četla o naší značce?

*Možnost vybrat více odpovědí*

- Reklama v rádiu
- FACEBOOK
- Tištěná reklama
- Billboard/venkovní reklama
- Spokojenost z minulosti
- Doporučení od známého
- Dárek
- Náhodně
- Jiné (uveďte prosím):

Předchozí otázka Další otázka

ask now


Frage 10/35

Haben Sie noch Anregungen, Wünsche oder Verbesserungsvorschläge für uns?

*Möchten Sie uns noch etwas mitteilen? Wir sind für Ihre Anregungen jeglicher Art sehr dankbar!*

Geben Sie hier ...

Zurück Weiter



ask now

Question 3/9

Your age:

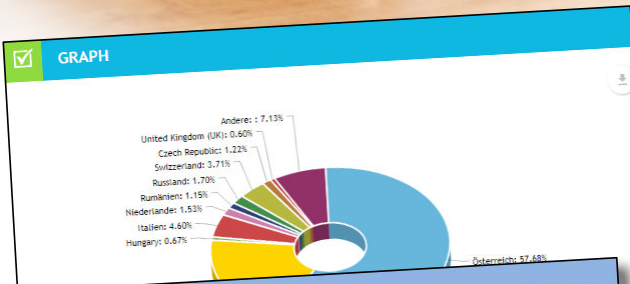
- 0 - 18
- 19 - 30
- 31 - 45
- 46 - 60
- 61 and over

Previous question Next question



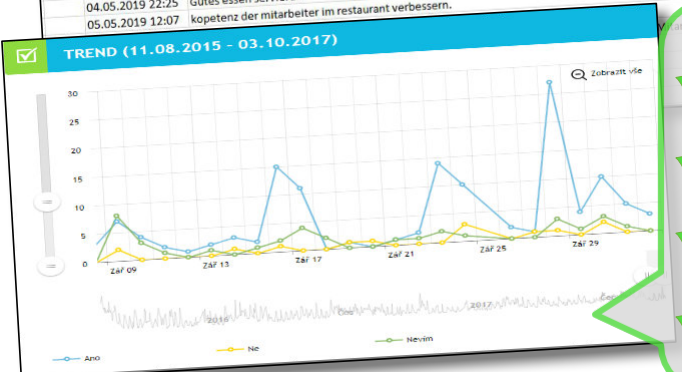
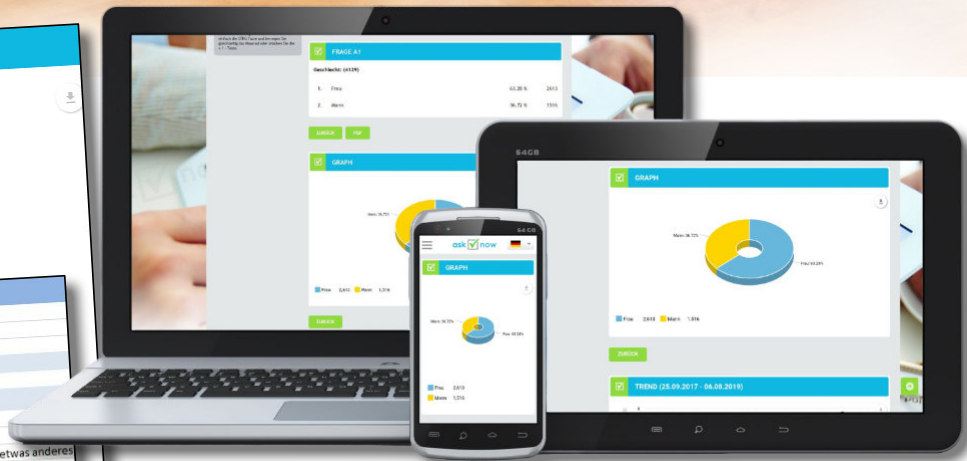


Easy and clear administration



**AskNow Report**  
Date : 29.04.2018 - 05.05.2018  
Total Rating : 83.7%

Date	Comments
<b>SPA EVA</b> Total Rating : 83.7%	
<b>10a</b> What could we improve in your opinion? (Beauty & SPA) (1) 30.04.2019 14:02 Beim Buchen genauer fragen was man fuer eine Behandlung moechte (wir wollten etwas anderes)	
<b>12aa</b> What could we improve in your opinion? (SPArestaurant) (7)	
29.04.2019 18:11	preis sehr hoch für die auswahl und keine frische produkte
29.04.2019 18:13	die aus wahl der speisen, abwechslungs gab immer das gleiche
30.04.2019 13:44	Essen war nicht warmGetränke sind teuer
01.05.2019 17:14	Besseres Essen anbieten und preise sind zu hoch. Vorallem bei den Getränken.
04.05.2019 17:49	die currywurst schmeckt gar nicht
04.05.2019 22:25	Gutes essen servieren
05.05.2019 12:07	kopetenz der mitarbeiter im restaurant verbessern.



- ✓ statistic
- ✓ detail of a question - graphical display
- ✓ overall trend - percentage curve
- ✓ data export (MS Excel)



ask  now<sup>®</sup>

Instant feedback system



ICELAND

SWEDEN

FINLAND

NORWAY

KLIKNI A VVHRAJ



ESTONIA

LATVIA

LITHUANIA

IRELAND

UNITED KINGDOM

DENMARK

NETHERLANDS

GERMANY

POLAND

BELARUS

CHECH REP.

UKRAINE

SLOVAKIA

FRANCE

SWITZERLAND

AUSTRIA

HUNGARY

ROMANIA

CROATIA

SERBIA

PORTUGAL

SPAIN

ITALY

MONTENEGRO

BULGARIA

GREECE







"We have been using **AskNow** instant feedback system for already many years and we wouldn't change it.

We appreciate the simplicity and intuitiveness of the system and the constant improvements that team of **AskNow** come with. We are looking forward to further cooperation."

**Michal Jaroš**  
Customer Service Specialist  
AQUAPALACE Praha (2016 – 2019)







Petr Pavlacký - CEO  
AQUALAND MORAVIA  
ŽS Real



“Thanks to **AskNow**, we have the advantage that we get feedback immediately. Compared to other quality outputs, this is absolutely unique. We can respond to a number of insights right at the time when it is happening, rather than with a delay of several hours or days.”





"We have evaluated the **AskNow** system right after a test run as a significant shift in managing feedback. The earlier system of paper questionnaires was not so flexible. It was very time consuming and complicated to process all the papers and data manually.

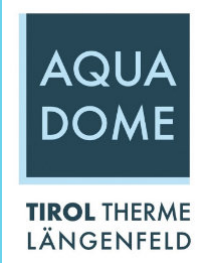
Thanks to **AskNow** terminals, we can handle complaints operatively and this has greatly contributed to client's satisfaction."



**Bohdana Opočenská**  
Executive Director of Bohdaneč Therapeutic SPA  
and Teplice nad Bečvou SPA







**Leopold Holzknicht**  
**SPA Manager**  
**AQUA DOME - Tirol Therme Längenfeld**  
**Austria**



"The most interesting thing about **AskNow** terminal is that we receive daily automatic reports. We can get a rating from every field every day.

For management, **AskNow** has the advantage of receiving very fast and clear customer feedback daily."







"**AskNow** provides a very easy way for our customers for leaving and posting a feedback.

We think **AskNow** is great. It is multilingual (offers many languages) so that many guests can respond in their own language.

Wishes, suggestions and complaints are instantly forwarded directly to management. We fully recommend **AskNow** terminals. Every guest can use it and questions are easy to answer. Yes, we are really satisfied."



**Georg Wiesauer, BA**  
**Asistent SPA Manager**  
**TAUERN SPA WORLD Kaprun (2017 - 2018)**  
**Austria**







THERME  
LAA

HOTEL SILENT SPA

Reinhold Hofmann  
Deputy Managing Director  
Therme LAA a.d. Thaya  
Austria



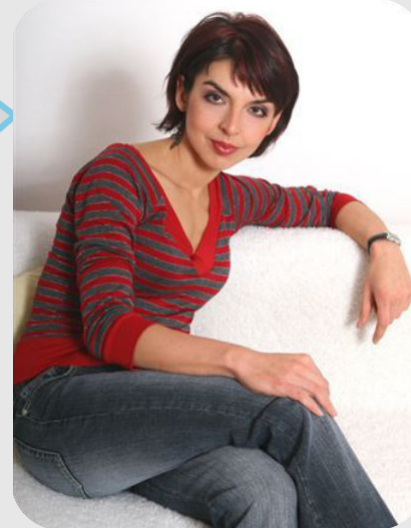
“Feedback is absolutely important to us, and this detailed evaluation we receive daily from **AskNow** is necessary and very helpful. Therefore we have better data and content to analyze and make decisions on every month.

So, I can highly recommend **AskNow** to our colleagues in the industry. We really have the best experience with the system, even when it comes to technical support. And I think that is very - very important.”





"Unique advantage of **AskNow**, is that we get immediate information about guest satisfaction, thanks to which, we can respond promptly and meet guests' requirements directly during their stay."



ensana

PhDr. Martina Urbánková

Quality Manager Slovak health SPA Piešťany (2006 - to the present)

Quality and Standard Manager at Ensana Hotels (2019 - to the present)

Slovakia



KÚPELE PIEŠŤANY







ŠPECIALIZOVANÁ NEMOCNICA  
PRE ORTOPEDICKÚ PROTETIKU

PhDr. Denisa Vlková, MPH, MBA  
Director of ŠNOP / Specialized Hospital  
for orthopedic prosthetics Bratislava  
Slovakia



"We are pleased, that we have started to use **AskNow** as a way to get feedback. It is simple and modern for patients, and the hospital management has patient's suggestions and insights instantly via email or mobile phone.

The added value of **AskNow** is long-term statistics, where, through the stimuli obtained, it is possible to identify areas to focus on."





“Getting feedback in tourist business in the daily guest segment has always been a difficult challenge. In particular, factors such as a very short stay and anonymity made it difficult for us to get to know our guests and their needs better. However, this form of continuous research is an essential tool for strategic success.

For us, **AskNow** was the ideal solution to this problem. Finally, we are able to offer our guests a simple, modern and very efficient way to express their opinions and ratings.

Finally, another positive benefit of **AskNow** is, that its management has always proven to be very communicative and cooperative, so collaboration - in preparation, installation and support - has always been very professional.”



**Tom J. Bauer, MBA**  
**Chief Operating Officer Vamed Vitality World**  
**Wien, Austria**







**Hans Dieter Bergmann**  
**General Manager**  
**SPA Resort Therme Geinberg**  
**Austria**



"Our guests appreciate the simplicity of using **AskNow** terminals. We as management get their feedback on our mobile phones very quickly. Therefore, we can always take the necessary steps in time to best satisfy our guests.

I can recommend **AskNow** terminals. Guests have the opportunity to provide their feedback in given fields, in which a manager may not be proficient. Therefore, management can take the necessary steps very quickly."



“The **AskNow** system, developed by Next Mobile Solutions, has proven successful at FBMI CVUT. It is very user-friendly and flexible, questionnaires are tailor-made, according to the customer's requirements and can contain unlimited questions and answers.

Multilingual and the system allows the application of a number of other features. After testing the **AskNow** mobile platform from Next Mobile Solutions, the FBMI CVUT notes that the system is sufficiently sophisticated and suitable for use in education.”



prof. MUDr. Jozef Rosina, Ph.D.  
Dean of FBMI ČVUT Kladno (2008 - 2016)



**FAKULTA  
BIOMEDICÍNSKÉHO  
INŽENÝRSTVÍ  
ČVUT V PRAZE**







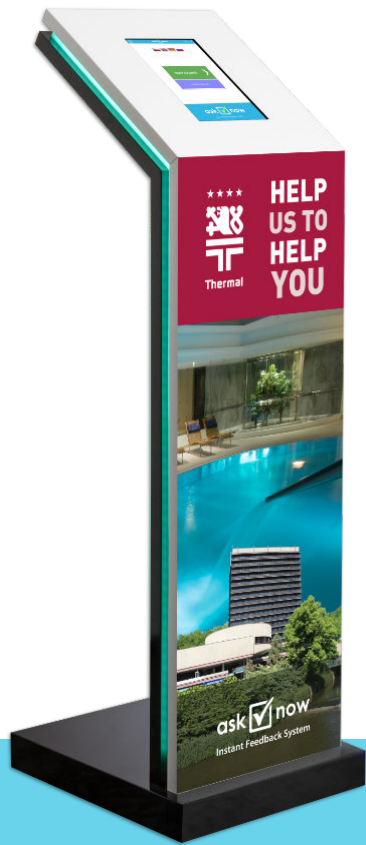
**Mgr. Ladislav Mrklas, Ph.D.**  
**Vice-Rector for Studies (2009 - 2020)**  
**CEVRO INSTITUT College**



"The Next Mobile Solutions company has convinced us that its **AskNow** system, including the trained staff who serve it, is far more efficient - a more reliable, faster, yet more convenient way for getting feedback.

The approach for solving our problem with feedback was very professional, in every way – from the first contact to the detailed presentation of results. Our first experience will certainly not be the last."





"**AskNow** is a perfect tool how to get again into interaction with guests on a daily basis. Guests are not afraid of using panels anymore.

The biggest advantage is that you can react immediately, because you get immediately alerts on your mobile phone, no matter where you are. This is way faster, and more comfortable. You are in control of the customer experience by really implementing **AskNow** System."



**Klaus Pilz**  
**GM Hotel Thermal Karlovy Vary (2015)**  
**Former CEO, Slovak Health SPA Piešťany (2005 - 2014)**







**Ing. Sabina Kodlová**

**Sales Director of Aurora Spa and Berta's Spa Třeboň (2005 - 2017)**

**Sales Director of Spa Bohdaneč and Spa Teplice nad Bečvou (2017 - to the present)**



"By using **AskNow** we get far more feedback from the clients than from the paper questionnaires. Our clients have the opportunity to contribute their opinion for improving the quality of the services we provide here. Together with the feedback, they also leave contacts and we have the opportunity to respond to them soon and solve any situations with them.

Cooperation with the company was great, I would say beyond expectations, because the implementation of each new project carries certain expectations, complications. Here it went very smoothly, we agreed on the conditions of cooperation. All comments were accepted, so I can only recommend this cooperation, it is very beneficial and we are happy about it."



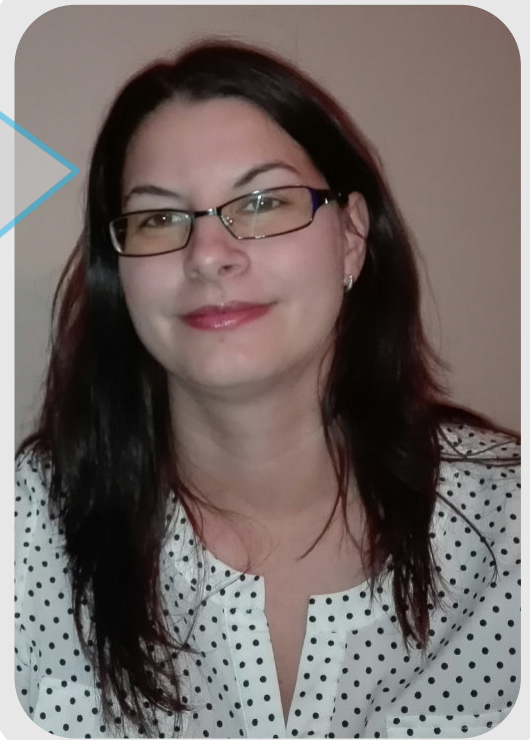
“We have been using **AskNow** in our spa already for nearly three years now.

Since then AskNow has been remarkable tool for getting evaluated feedback from our customers.

We are very pleased that evaluations come online, in real time, directly to competent managers, who can respond immediately, if needed.

Completing the questionnaire via **AskNow** is very easy, intuitive and user-friendly and it may be set in variety of languages. From our experience we know that it has been used by a wide range of our customers.

Moreover, the reports for managers are very clear and provide a simple overview of the overall satisfaction of our customers.“



**Zuzana Bohdalová**  
**Head of Sales and Reservation Department**  
**Spa Aphrodite Rajecké Teplice**



**SPA APHRODITE**  
**RAJECKÉ TEPLICE**







LÉČEBNÉ LÁZNĚ  
Janské Lázně

**Mgr. Martin Voženílek**  
Director Janské Lázně State medical Spa



“The **AskNow** Terminals offer a modern and fastest way how to measure customer satisfaction. Technology allows to get customer feedback instantly, right from the place of establishment. The company management evaluated this way of assessing client satisfaction as clearly the most efficient.

The use of **AskNow** terminals significantly accelerated the reaction time of the managers of individual departments to any complaints. Its because at the exact moment the questionnaire is sent from the terminal in a clear form to the manager's e-mail box. Therefore we have time in advance to react and solve situations.”



"I was intrigued by this beautiful **AskNow** terminal, which at first glance attracts people and I thought it would be worth trying in our exhibitions.

Visitors received it very positively, because this form is far more attractive to them. When we used a paper form, we had to have a hostess to distribute them. This way we have far more results than ever. My experience with **AskNow** is very positive. I'm so glad I was able to take free of charge trial and could see how the system works, how fast can I get the data."



**Kateřina Svatošová**  
**Marketing Specialist JVS Group (2009 - 2016)**







**RENOCAR**

**Ondřej Roznětínský**  
BMW and MINI Renocar Service Manager (2013 - 2017)  
Prague



"I greatly appreciated that I could define my own targeted questions about the quality of our car services. **AskNow** feedback has the biggest advantage of receiving feedback and customers reviews instantly, both in the mail and on the phone."







"We follow new trends in the industry and we like to try new things. That is why we also decided to use **AskNow** services in our hotels.

It brings us the opinions of our guests online and thanks to that we are able to react immediately and eliminate any inconveniences in the bud. Outputs from the system have become a regular part of our management meetings."



**Ing. Jan Koutný**  
**Vice Director of Sales & Marketing**  
**Hotel Imperial Karlovy Vary (2008 - 2018)**







Ing. Dana Soukupová  
Hotel Director (2012 - to the present)  
CENTRUM BABYLON, a.s.



"I am very glad that we have introduced this new method. Our guests got used to it very quickly.

The biggest advantage of **AskNow** is the speed of getting and evaluating the feedback and also that the guest's opinion gets to me undistorted and authentic. Thanks to this we are able to react quickly and solve the situation."





"McDonald's appreciates **AskNow's service**, where it gets feedback right from the customers in restaurants on virtually any topic.

Unlike classic marketing research, **AskNow** is very fast and the flexibility and reliability of outputs can be equal to reputable research agencies."



**Jitka Marková**  
**Customer Insight & Strategy Manager**  
**McDonald's CZ & SK**







Tomáš Huber  
Executive Director of Aquapark Senec  
(2014 - 2019)



"The whole terminal **AskNow** has a very nice design, is backlit and attracts customers to look at it. From our point of view a very positive service received by our visitors as well as our aquapark staff."





"I appreciated the great flexibility of **AskNow**, where it is possible, thanks to the simplicity and intuitiveness of the system, to conduct research quickly and with quality results.

The big advantage is the possibility to ask customers right when they are shopping in MAKRO and the possibility to monitor online results and very fast evaluation."



Michal Staniček  
Head of DAD/CLCM  
MAKRO Cash&Carry Prague







Ing. Dan Jiránek  
Mayor city of Kladno  
(2004 - 2014, 2018 - 2020)



"The **AskNow** system has shown a new effective way for a city how to quickly get evaluated information with a truly targeted focus from its citizens.

The used technology is very attractive, yet in a simple form, in addition to a truly professional comprehensive service."





"The fast development of information technology, has already significantly changed the behavior of our guests in a way how they provide evaluation of their satisfaction. The virtual references generated by the highly intuitive **AskNow** terminals have become an important tool for our service quality management in our hotel. Flash online awareness of the insights from our guests means, that we can immediately react and solve any situations.

The speed of **AskNow** is the biggest advantage of the system. In this way we can react immediately react and make it up if any problems occurs. Decent modern design and illumination of terminals attracts our guests' to use terminals and share their insights. It is necessary to underline the overall satisfaction with our services, which fortunately prevails among the **AskNow** feedback from our guests."



**Karel Denk**

**Director of Spa Complex Curie Jáchymov a.s.**







**Ing. Andrea Pfeffer Ferklová, MBA**  
**General manager Grandhotel PUPP (2006 - 2018)**  
**Grandhotel PUPP Karlovy Vary**



"By using **AskNow**, interactive questionnaires you can get real - time results. Within just a just two months, we have evaluated multiple times more data than for the entire previous year."





# ST.MARTINS







**Tatralandia**



**Hrebienok**



**Ještěd**

**ask2now**  
interaktivní dotazník

**AKO SA VÁM DNES U NAS PÁČILO? AJ váš názor môže vyhrať!**

**HOW IS YOUR STAY? Your opinion can also win!**

**JAK CI SIĘ DZISIAJ U NAS PODobaŁO? Twoje zdanie na nasz temat może wygrać!**

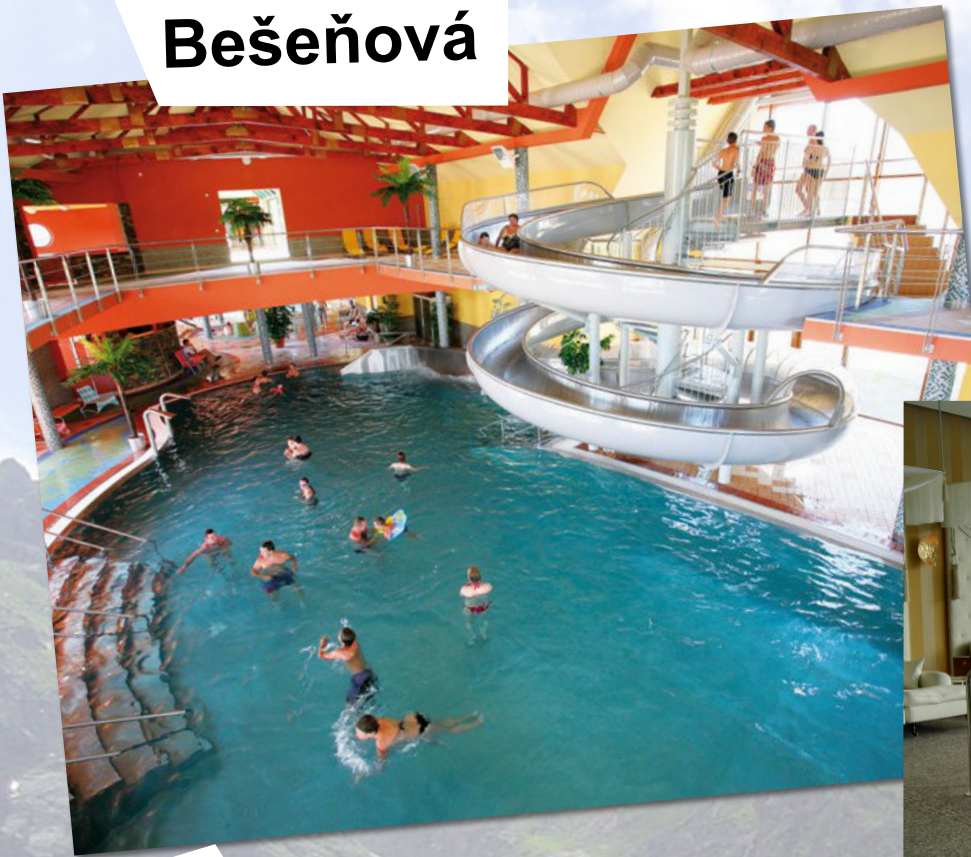
**Tatralandia**

**Vysoké Tatry**  
MOUNTAIN RESORTS

**ask2now**



# Bešeňová



# Jasná



# Chopok





# Installation of ask now terminals



**Czech Republic**

**Great Britain**

**Slovakia**

**Hungary**

**Romania**



# Piešťany



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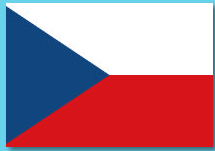
# Slovakia

# Smrdáky





# Mariánské Lázně



# Czech Republic





# Sárvár



ensana



# Hungary

# Hévíz





# Budapest



# Hungary





Bradet



ensana

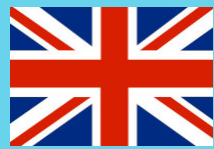


Romania



Ursina





# Great Britain



## Buxton



# Gastro services



**MOMENTO**  
VESTIBUL fast-restaurant concept

**SAMOOSLUŽNÁ RESTAURACE**





# Hospitals





2.patro  
D2 Lůžkové oddělení  
Pokoje č. 201-215

1.patro

D1 Lůžkové oddělení  
Pokoje č. 101-110

Přízemí

Anestezie

Stomatologie





Shops

DATAART

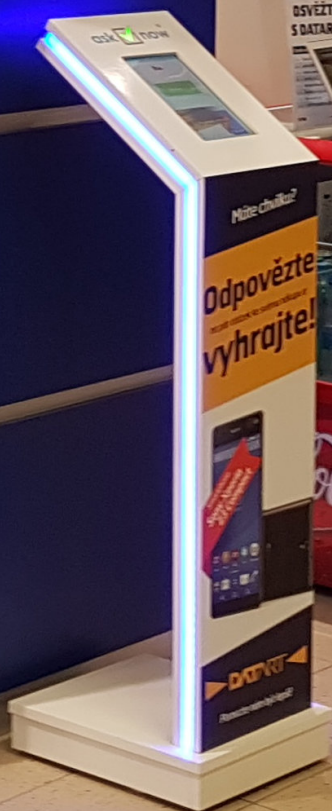


Equa bank

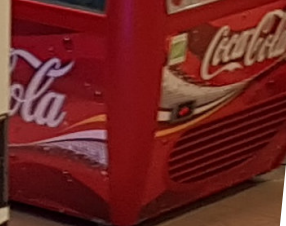
S námi jsou splátky hračka

PRODEJ NA SPLÁTKY

- zboží můžete mít hned
- bez okamžité investice
- rychle a jednoduše
- možnost pojištění proti neschopnosti splácení



OSVĚŽTE SE S DATARTEM!





# Shopping centers





# Hotels





SPA



SAUNIA

Černý Most

Butovice

Hostivař

Chodov

Liberec

Brno



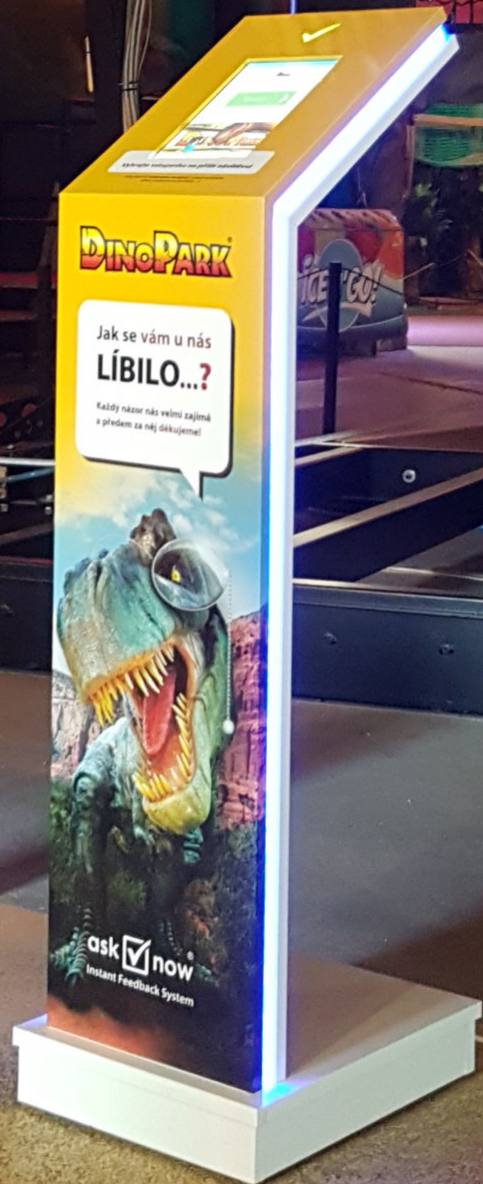


# Car services & showrooms





# Exhibitions





# Museums





# Companies

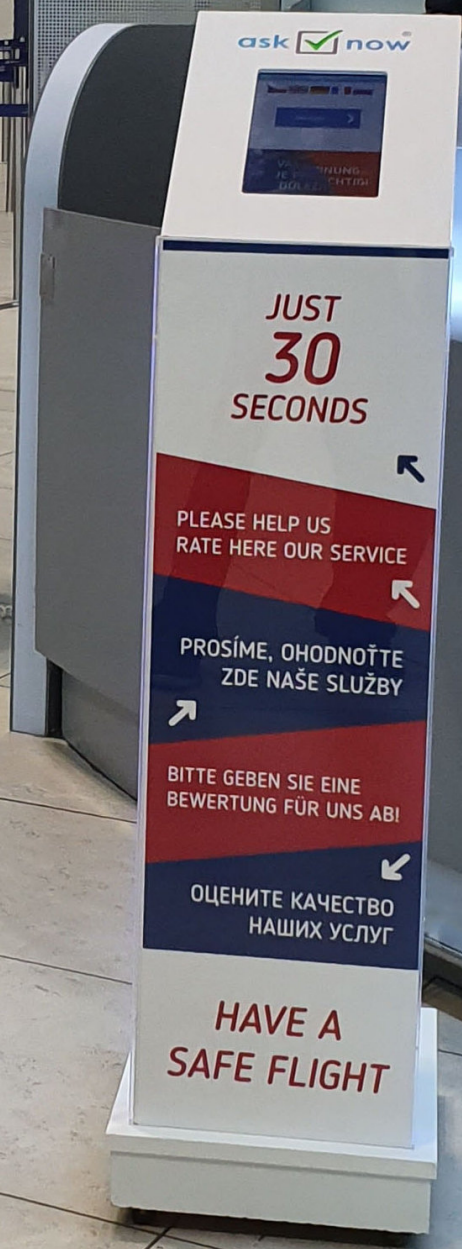




Airport

Letiště  
Praha

1 Strana		15:21
Time	Destination	Status
14:30	KHARKIV	
15:00	FRANKFURT	
15:05	DUBLIN	
15:15	BOURNEMOUTH	
15:15	PARIS/CDG	
15:20	ISTANBUL/IST	
15:25	VIENNA	
15:30	DUBAI	
15:30	KYIV/BORYSPIL	
15:45	MILAN/BERGAMO	
15:45	MADRID	
16:05	DOHA/DOH	
16:25	DUSSELDORF	
16:40	MUNICH	





ask  now



Next Mobile Solutions  
Data collection company

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Email: **info@asknow.cz**

**www.asknow.cz**