



HID Global's OMNIKEY® 5127CK - Mini Reader Board Powers Flytech Technology's New Line of Smart Tablets to Increase Efficiency and Cost Savings at Nursing Home

Flytech Technology is one of the world's largest point-of-sale (POS) equipment manufacturers and has been providing intelligent products for 37 years. Based in Taiwan, it innovates, designs and manufactures world-renowned hardware solutions for the hospitality, retail, healthcare, industrial automation and commercial real estate industries.

CHALLENGE

Flytech was collaborating with a nursing home on a large-scale project to upgrade the ordering system at its eateries. The staff at the nursing home was overwhelmed by the manual method of order-taking for patients and visitors, which was a tedious and time-consuming process. Servers were constantly moving between the tables and the kitchen, and the ordering experience was cumbersome for patients and regular visitors.

The nursing home also faced a significant security challenge since individuals could enter the restaurant, order food and walk freely and unrestricted, which violated the privacy of the patients.

The nursing home was seeking a self-service tabletop ordering system with a strong identification function to maintain security, alleviate the pressure on staff, raise efficiency standards and improve the speed of daily operations at the eateries.

SOLUTION

The nursing home partnered with Flytech and HID Global to integrate 2,000 OMNIKEY® 5127CK-Mini Reader boards into Flytech's M274 tabletop ordering tablets, which allow patients and visitors to order meals safely and more efficiently from their seats. HID's OMNIKEY 5127CK-Mini Reader board makes it possible for systems integrators to embed radio-frequency identification (RFID) into devices with limited physical space to accurately authenticate people, reduce fraud and protect sensitive data in a contactless way. With HID's technology, individuals at the nursing home can now verify their identities with the tablet before placing an order at the cafeteria.

The OMNIKEY 5127CK-Mini Reader board also enables Flytech to provide users with an intuitive and flexible interface, strict and stable control and a streamlined ordering experience.

RESULTS

The nursing home successfully launched the self-service ordering system at its eateries, which has led to time and cost savings and alleviated pressure on the cafeteria staff. The deployment has decreased management costs since fewer staff members are needed to process the orders in the cafeteria, and kitchen efficiency has increased since orders arrive through the tablet directly and quickly.

Due to the optimal quality and seamless combination of the solution, the implementation was completed within three months. Following the deployment, the nursing home has achieved an overall 40 percent increase in satisfaction from patients. Patients and visitors also appreciate the small form factor of the tablet which makes it easy to use and comfortable to hold.

The solution implementation has also boosted the confidence in the new product line for Flytech, which has increased production and shipping quantity of the tablets by 20 percent.

"We are pleased to have partnered with HID Global on this nursing home project to provide superior identification capabilities to our customers through our tablets. The effortless integration between our hardware and HID's OMNIKEY® 5127CK-Mini Reader board gave us a winning combination resulting in a successful new product line," said Beryl Wei, Business Development Director at Flytech. "After receiving great customer feedback on this product, our team feels even more confident about pushing this product line forward. However, the greatest joy comes from harnessing technology to make people's lives easier, and this project did just that."



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Beryl Wei,
Business Development Director,
Flytech

Solutions:

- HID Global's OMNIKEY® 5127CK - Mini Reader Board



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