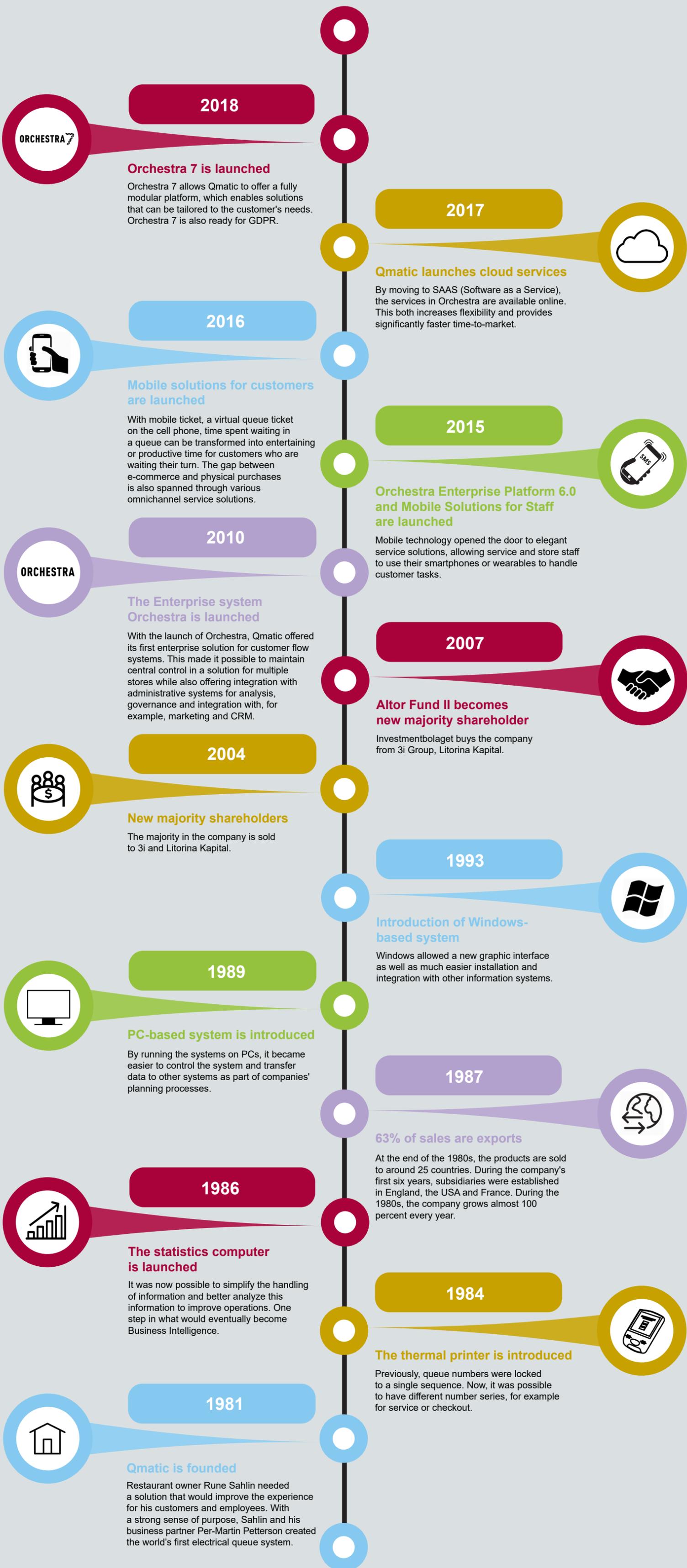


Qmatic Timeline



1981

Qmatic is founded

Restaurant owner Rune Sahlin needed a solution that would improve the experience for his customers and employees. With a strong sense of purpose, Sahlin and his business partner Per-Martin Petterson created the world's first electrical queue system.



1986

The statistics computer is launched

It was now possible to simplify the handling of information and better analyze this information to improve operations. One step in what would eventually become Business Intelligence.



1989

PC-based system is introduced

By running the systems on PCs, it became easier to control the system and transfer data to other systems as part of companies' planning processes.



2004

New majority shareholders

The majority in the company is sold to 3i and Litorina Kapital.



2010

The Enterprise system Orchestra is launched

With the launch of Orchestra, Qmatic offered its first enterprise solution for customer flow systems. This made it possible to maintain central control in a solution for multiple stores while also offering integration with administrative systems for analysis, governance and integration with, for example, marketing and CRM.



2016

Mobile solutions for customers are launched

With mobile ticket, a virtual queue ticket on the cell phone, time spent waiting in a queue can be transformed into entertaining or productive time for customers who are waiting their turn. The gap between e-commerce and physical purchases is also spanned through various omnichannel service solutions.



2018

Orchestra 7 is launched

Orchestra 7 allows Qmatic to offer a fully modular platform, which enables solutions that can be tailored to the customer's needs. Orchestra 7 is also ready for GDPR.



2017



Qmatic launches cloud services

By moving to SAAS (Software as a Service), the services in Orchestra are available online. This both increases flexibility and provides significantly faster time-to-market.



2015



Orchestra Enterprise Platform 6.0 and Mobile Solutions for Staff are launched

Mobile technology opened the door to elegant service solutions, allowing service and store staff to use their smartphones or wearables to handle customer tasks.



2007



Altor Fund II becomes new majority shareholder

Investmentbolaget buys the company from 3i Group, Litorina Kapital.



1993



Introduction of Windows-based system

Windows allowed a new graphic interface as well as much easier installation and integration with other information systems.



1987



63% of sales are exports

At the end of the 1980s, the products are sold to around 25 countries. During the company's first six years, subsidiaries were established in England, the USA and France. During the 1980s, the company grows almost 100 percent every year.



1984



The thermal printer is introduced

Previously, queue numbers were locked to a single sequence. Now, it was possible to have different number series, for example for service or checkout.