



## Delphi Display Systems helps Chick-fil-A Franchisee to Expand Drive-Thru Efficiency

**Costa Mesa, CA, January 20, 2021** - Delphi Display Systems, Inc. – the global leader in consumer engagement and business optimization technology solutions for the food service industry, has developed a drive-thru video chat kiosk ordering system for Ken Walsh, a New Jersey based Chick-fil-A franchisee. The system allows restaurant employees to communicate with Drive-thru customers using iPads from inside the store.

To meet high customer demand during the COVID-19 pandemic, this franchisee implemented a five-lane drive thru operation in their parking lot. Each lane is configured with a Delphi interactive video kiosk that allows the customer to communicate directly with the order taker via high-definition video and audio. This technology solution enables the franchisee to continue serving a high volume of customers in the Drive-thru during the winter months -- where staffing the lanes outside with employees is impractical.

The technology was developed quickly for Chick-fil-A by leveraging Delphi's core outdoor display technology enhanced with a two-way audio/video system comprised of a noise cancelling microphone array, speaker system and HD camera. A video chat style software application was implemented to allow the use of existing iPads to communicate remotely with customers at any Drive-thru lane on demand.

"With how much COVID-19 has impacted face-to-face interaction and engagement, we were really looking for a solution that would allow our Guests to still be able to see the faces of our Team Members during their transactions," said Ken Walsh, franchise owner. "Delphi's solution was able to perfectly meet that request and it has allowed us to continue delivering an efficient experience without sacrificing personal interaction and service!"



"We are very pleased to be able to provide this new technology to Chick-fil-A that enables them to engage with their customers on a more personalized basis," said Ken Neeld, President and CEO of Delphi Display Systems. "As many in-store dining rooms remain closed across much of the country, the need for innovative solutions to help serve more customers in the Drive-thru is more important than ever. Delphi is committed to helping our customers as they look at ways to pivot their business model in these challenging times."

### **About Delphi**

Delphi Display Systems, Inc. provides customized outdoor and indoor digital signage hardware, software and service solutions that enable businesses to engage with, influence, attract and retain their end customers. Specializing in drive-thru technologies, Delphi provides solutions to the Quick Service Restaurant (QSR) industry where it has installed solutions in more than 40,000 locations in over 75 countries around the world. The company also serves the education, corporate, transportation and theme park markets as well as other industry verticals. Follow Delphi on Twitter [@DelphiDisplay](https://twitter.com/DelphiDisplay) and like Delphi on [facebook.com/delphidisplay](https://facebook.com/delphidisplay). For more information on the company and its products, visit [DelphiDisplay.com](https://DelphiDisplay.com) or call 714-825-3400.

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