MAGTEK®
SECURITY FROM THE INSIDE

cleverQ®

Software Integration

Queuing Solutions with Authentication

One API. Every Customer Interaction Secured.

Smarter Queue Management Starts with Trusted Identity

Digital queue management has become an essential part of the modern retail experience, helping retailers reduce wait times, improve customer engagement, and operate more efficiently. But as customer interactions become increasingly digital, securing every step of the journey is just as important as managing the queue itself.

Through the integration of cleverQ and MagTek's Qwantum™ Multi-Factor Authentication (QMFA), ISVs can deliver a seamless customer experience that combines registration, identity verification, queue management, and payment into one secure, API-driven workflow.

The experience begins when a customer registers using a phone number, email address, or QR code. QMFA securely authenticates the interaction by issuing a dynamic, cryptographically secure token that follows the customer throughout the journey. cleverQ orchestrates the customer flow, directing visitors to the appropriate service while maintaining a frictionless experience. When payment is required, the same trusted workflow extends naturally into MagTek's secure payment ecosystem.

Why It Matters to Retail ISVs

Queue Management with Built-In Trust

cleverQ manages customer flow while QMFA secures each interaction behind the scenes. Together they create a continuous, trusted experience without forcing customers through separate authentication steps or disconnected applications.

API-Driven Integration

QMFA was designed for developers. REST APIs, SDKs, and sandbox tools make it easy to integrate secure identity authentication directly into queue management, customer engagement, payment, loyalty, and other retail workflows.

One Security Framework

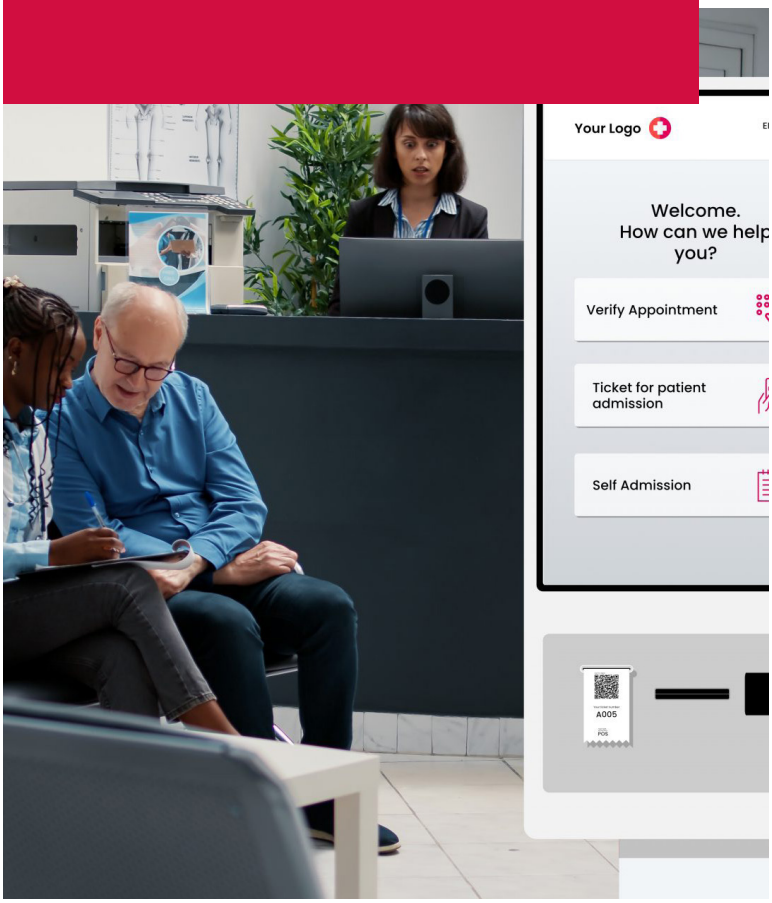
Rather than maintaining separate authentication methods across registration, customer service, and payment, ISVs can implement a single identity framework that protects the entire customer journey from beginning to end.

Privacy Without Compromise

QMFA validates trust without exposing personally identifiable information (PII) during authentication. Device-bound cryptographic tokens reduce fraud while helping retailers strengthen privacy and compliance.

For retail ISVs, cleverQ demonstrates what's possible when customer orchestration and trusted identity work together. By combining intelligent queue management with MagTek's API-driven QMFA platform, developers can build connected retail applications that reduce complexity, improve security, and create a better customer experience—from registration through payment.

> "What customers expect today is one seamless flow - from authentication to payment to service"
>
> - Dirk Ostermann
> CEO of cleverQ



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About MagTek: Founded in 1972, MagTek is a leading manufacturer of electronic systems for the reliable issuance, reading, transmission, and security of cards, barcodes, checks, PINs, and identification documents. Leading with innovation and engineering excellence, MagTek is known for quality and dependability. Our hardware products include secure card reader/authenticators, Qwantum secure cards, token generators; EMV Contact Chip, EMV Contactless, barcode and NFC reading devices; encrypting check scanners, PIN pads, and credential personalization systems. These products all connect to Magensa, a MagTek owned gateway that offers businesses the ability to securely process transactions using authentication, encryption, tokenization, and non-static data. At MagTek, we don't outsource security. Our USA-based headquarters in Seal Beach, CA house our engineering, key injection, device management, production, sales, quality, and final assembly departments. Please visit www.magtek.com to learn more.

About cleverQ US: cleverQ US is the American subsidiary of B.I.C. GmbH, a German software company that has been driving digital innovation in queue and appointment management since 2015. With our solutions, organizations streamline customer flows, reduce wait times, and improve service experiences. By working with strong local partners, we bring proven European expertise to the U.S. market and create tailored solutions for businesses across industries. Together, we enable future-ready customer journeys.

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