



Smart Queueing for Smarter Service: How JAF Holz Transformed Customer Flow with Linistry

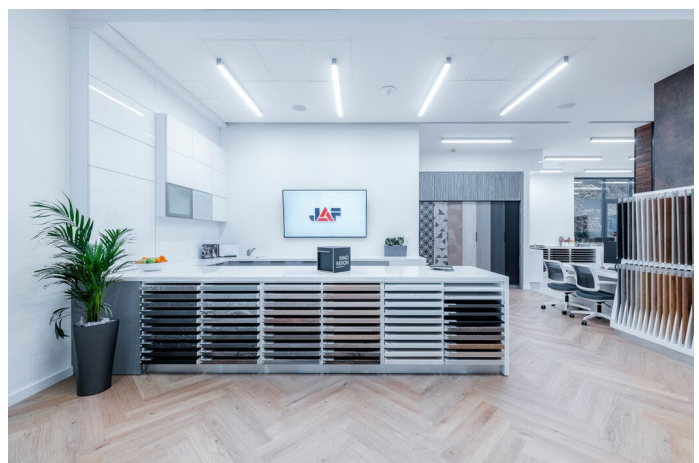
JAF Holz Case Study

Executive Summary

JAF Holz, Hungary's leading supplier of wood-based materials, partnered with Linistry to modernize its customer service experience. With no prior queue management in place, JAF Holz sought a flexible, paperless, and user-friendly solution to better understand customer visits and optimize daily store operations. Linistry's SaaS-based queue management system delivered immediate results—streamlining customer flow, improving employee satisfaction, and enabling data-driven decision-making.

About the Client

JAF Holz Ungarn Ltd. is a top-tier wood material supplier in Hungary, serving carpenters, furniture manufacturers, construction professionals, and DIY retailers. With a nationwide network and a commitment to quality, sustainability, and innovation, JAF Holz employs over 340 people and has been a trusted name in the industry for more than 70 years.



Company size

340 employees

Problem

- ▶ No measurable data on customer visits
- ▶ Inefficient staff allocation & time management

Solution

- ▶ Linistry Queue Management System

CASE STUDY

Industry

Challenges


Before Linistry, JAF Holz operated without any digital queueing system. This led to:

- ▶ No measurable data on customer visits
- ▶ Limited visibility into customer flow
- ▶ Missed opportunities for operational optimization


The turning point came when management realized they lacked actionable insights into customer behavior – prompting the search for a smarter solution.

The Solution


After searching the market, JAF Holz chose Linistry’s **out-of-the-box SaaS-based queue management system** for its:



Flexibility and ease of use

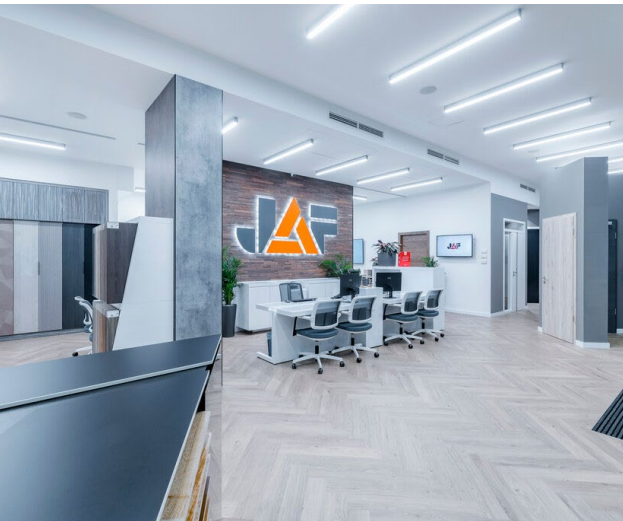


Modern, paperless design



Scalability and signage system compatibility

The implementation was seamless – neither technical hurdles were experienced, nor deep expertise was required to deploy the system. Linistry’s web-based platform integrated smoothly with JAF Holz’s existing infrastructure, and employee feedback after rollout was overwhelmingly positive.



Results

Linistry Queue Management System treats the customers’ waiting time and experience and enhances JAF Holz’s store productivity. Whether it’s product inquiries, returns, or order pickups, customers can conveniently stand in queue to speak with advisors. Linistry’s solution helped JAF Holz achieve:

- Improved scheduling** through heatmap-based insights,
- Optimized staff allocation** and time management,
- Enhanced customer experience** with reduced wait times and smoother service flow.

The intuitive interface and dedicated support made Linistry a standout partner in JAF Holz’s digital transformation.

About Linistry

We develop highly customizable, SaaS-based customer journey solutions that go beyond traditional queue management and appointment booking. Our focus is on transforming these processes into strategic tools that drive sales and enhance customer experience. Linistry helps store networks increase conversion rates by seamlessly integrating digital and physical touchpoints.



linistry

Contact Us

