



CUSTOM APPLICATION DEVELOPMENT

EFFICIENT DEVELOPMENT CYCLE
SEAMLESS FUNCTIONALITY

KIOSK INFORMATION SYSTEMS CUSTOM APPLICATION DEVELOPMENT
CALL TOLL FREE: 1.800.509.5471 OR VISIT US ONLINE AT WWW.KIOSK.COM

CUSTOM APPLICATION DEVELOPMENT ...

KIOSK's application development philosophy revolves around finding the optimal cost-benefit approach for each customer's solution set. An initial consultation extracts the desired kiosk transaction functionality paired with high-level customer experience objectives unique to the deployment. Within the early definition phases, KIOSK's in-house Software Development Team assesses opportunities to apply proven code assets gained from prior successful industry deployments. By first considering existing code modules and databases into the development cycle, and then adding only the necessary customized finish content, KIOSK is able to consistently minimize overall programming costs and timelines. From this initial discovery phase, KIOSK will recommend, quote, and manage one of three typical solution paths:

1. Leverage existing core modules
2. Create customer specific code
3. Assist customer's internal IT or third party development team

DESIGN CRITERIA CONCEPTION



Duration: 2-5 days

KIOSK starts with a high-level design criteria interview to guide the application requirements gathering process. Initial customer engagement and transaction requirements are outlined for each application module, including:

- Transaction behavior and component support needs
- Content elements and desired sequence flow
- Security and data storage
- Payment specifications
- User demographics and interface language(s)
- Creative branding / marketing needs
- Reporting requirements
- Service and maintenance needs
- Success criteria metrics

From this consultation, KIOSK presents an initial client project schedule and cost estimate range.

SERVICE DESIGN



Duration: 2-6 weeks

Following receipt of the customer development deposit order (authorizing the detailed system design creation), KIOSK launches the design phase with dedicated Development Engineers and Program Management team members. Comprehensive system design deliverables are created and reviewed with the client, soliciting and integrating iterative feedback cycles. This performance and discovery process results in a detailed Statement of Work (SOW), containing:

- API interface / integration documentation review
- User interface flow chart
- Application architecture / communication diagrams
- Sample storyboard screen layout / graphics
- System remote monitoring capabilities, delivery points
- Device management / event tracking
- Application-specific QA test planning
- Refined program schedule and quote aligned with detailed scope

Upon completion and acceptance, the SOW serves as the mutually agreed upon framework for formal system coding to begin.

HARDWARE RELEASE / APPLICATION DEVELOPMENT



Duration: 1-6 months

DEVELOPMENT REVIEW AND QA



Duration: 2-4 weeks each for UI Review and QA

PROGRAM DEPLOYMENT



Duration: Client's choice

After approval of the Software Development SOW, clients then place the overall program development order. Upon receipt, **KIOSK** purchases hardware components for development bench test kit to prove out system-level component functionality during coding. The testing hardware serves as a development and de-bug tool during design and pilot project phases. Ultimately, it facilitates parallel progress between Software and Mechanical Engineers, ensuring the shortest development cycle for a finished prototype.

Simultaneously, assets and authorizations are exchanged enabling **KIOSK**'s formal coding launch:

- Developer access credentials for client information / system database sources
- Style guides / logos / creative input for correct screen design

KIOSK provides a single Program Manager for a consistent communication cycle, integrating feedback on Beta Code design, functionality, and development timeline progress. During this phase, Quality Assurance (QA) procedures are developed for the customer-specific application.

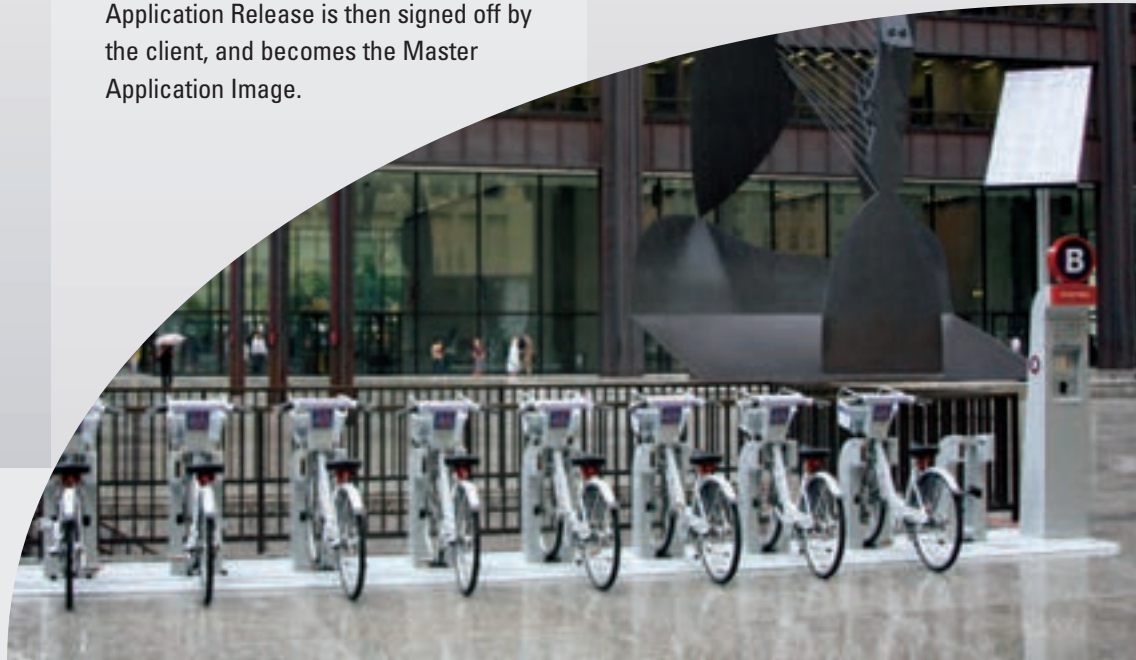
Following **KIOSK**'s delivery of the Initial Application Release, the formal client review cycle gets underway. This is typically conducted as a face-to-face meeting (alternately via web view). The application is shifted from the development bench test kit to the actual kiosk enclosure prototype for User Acceptance Testing.

Together, **KIOSK** and the client conduct:

- Comprehensive use-case scenarios
- Complete transaction testing, validating component functionality
- Full QA test, in line with procedures defined in Service Design
- Installation guideline review to confirm API integration testing with client back-end infrastructure

Client feedback received during the development review is executed, and re-tested until the entire application meets customer approval. The Initial Application Release is then signed off by the client, and becomes the Master Application Image.

Deployment can be executed independently, or by **KIOSK** professionals. Site preparation, installation, and on-site developer assistance are all readily available turnkey services. The Software Development Team remains intact to quickly resolve any post-deployment bugs that may arise. Post deployment support is an included service for an initial 30-day window following field placement. Application support service is available over the life of the project, and is contracted annually by clients who select extended support.



KIOSK QUICK INFO

- **Founded in 1993 and headquartered in Louisville, Colorado, KIOSK Information Systems is the World Leader in Custom Self-Service Solutions.**
- **KIOSK provides unparalleled expertise and Sole Source management of Software Application and Platform Design, Program Management, Manufacturing, and Field Services for turnkey deployment success.**
- **KIOSK's best-in-class solutions embody agile and modular design disciplines focused on customer-tailored success for virtually all self-service vertical markets.**

For more information about KIOSK's Custom Application Development, please visit www.kiosk.com.



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