

SelfServ™ Kiosks for Motor Vehicle Departments

More Transactions and Payment Options than Other Kiosk Providers—With No Up-Front Costs

ARINC's SelfServ™ kiosk managed service solution for Motor Vehicle Departments delivers more—and less—to give you the most convenient, reliable, and cost-effective kiosk system on the market today.

More Capability

We offer more transaction types than any other motor vehicle kiosk provider, such as vehicle registration renewals, ordering new and personalized license plates, replacement titles, temporary registrations, replacement registration stickers, vehicle emissions test extensions—and many more.

More Efficient Use of Time

With the more routine functions on the kiosk, employees are free to handle more complex customer requests, and customers are empowered to do more themselves.

In fact, customers using our kiosks experienced an 85% efficiency gain over processing their requests at the counter—and this does not include the time spent waiting in line.

More Ways to Reach Your Customers

SelfServ kiosks can be installed practically anywhere—indoors or out—providing you with all of the flexibility needed to meet customer demands for convenience and after-hours accessibility.

More Payment Options

Our kiosks are designed to accept all forms of payment, including cash—something that few kiosk providers do. And, they can be configured in a variety of ways, for example going “cashless” after business hours.

ARINC

DEDICATION BEYOND EXPECTATION



Quick Facts

- ▶ Complete, managed service with no up-front costs
- ▶ Offers more motor vehicle transaction types than other kiosk providers
- ▶ Accepts all forms of payment, including cash
- ▶ Robust and secure construction—can be installed practically anywhere
- ▶ Full-service maintenance includes remote service monitoring and replenishment of supplies
- ▶ Optional Web Store application brings added convenience and extends reach to customers



Less Downtime

Our kiosks are secure and rugged enough to withstand the rigors of everyday use and abuse. All devices that go into our kiosks such as touch screens, PCs, printers, credit card readers, document readers, cash dispensers, cash accepters, and security devices are selected for their robust construction and consistent performance.

And, because “Out of Order” can quickly lead to “out of patience,” our maintenance team uses remote monitoring systems to find and correct most faults as soon as they are detected—often before our customers even know about them.

Less Capital Outlay

With no upfront investment and significantly reduced operating costs, our service model provides the most cost-effective way to deploy a complete kiosk solution. We work with you to develop a system that meets your needs, and kiosks are designed, built, installed, and configured according to your specifications. The kiosks integrate seamlessly with your current systems enabling you to derive beneficial use as soon as they are installed.

After installation, our full-service maintenance team takes charge to ensure continued reliability and availability. In addition to providing 24x7x365 Service Center and on-call support, our service comprises proactive remote monitoring and a preventive maintenance plan that includes printer paper and ink replenishment.

Increased Convenience—Online Web Store

Expand your reach to customers with our online Web Store. Customers can perform most DMV transactions at the convenience of their own home, with the ability to pay online and receive products such as temporary registration and driving record immediately by printing.

ARINC’s SelfServ kiosks really can deliver more—and less—to bring substantial benefits to your operation, including more improvements in staff efficiency, revenue recognition, and overall satisfaction, and less capital outlay and customer wait time. What more—and less—can you ask for?

ARINC, a portfolio company of The Carlyle Group, provides communications, engineering and integration solutions for commercial, defense and government customers worldwide. Headquartered in Annapolis, Maryland with regional headquarters in London and Singapore, ARINC is ISO 9001:2008 certified.

To learn more log onto arinc.com/mva or email dmv@arinc.com

2551 Riva Road | Annapolis, MD 21401 USA
Tel: +1 800.633.6882

ARINC
DEDICATION BEYOND EXPECTATION

