

***Remote management and
monitoring software for a
successful kiosk deployment***

CORE K-NECT



**REAL-TIME SYSTEM AND
COMPONENT-LEVEL VISIBILITY**

COMPLETE SELF-SERVICE SOFTWARE SOLUTIONS
TEL: +49 211 688509 0 OR VISIT US ONLINE AT WWW.KIOSK.COM/UK

iKIOSK
Information Systems

CORE K-NECT

CORE K-NECT is a remote management software platform that provides the essential foundation for an easily managed and successful kiosk deployment.

This platform leverages Amazon Web Services (AWS), enabling you to receive real-time communications and alerts from your system and components — NOT your customers. This is a fundamental best practice for today's management standards.



CORE K-NECT delivers remote monitoring tools for real-time network visibility and communication paired with practical management tools. Establishing an advanced machine dialogue with each kiosk in the field enables you to act and manage in real time. Centralized control optimizes field uptime, reduces service costs, and streamlines reporting — all directly impacting your day-to-day return on investment.

The **CORE K-NECT** serverless infrastructure resides in the cloud acting as a web-based control center facilitating rapid application deployment, kiosk registration, and storage of critical data used for ongoing management and event analysis. The **CORE K-NECT** client resides on the kiosk and facilitates regular communication with the server through MQTT, a lightweight messaging protocol ideal for remote devices and variable networks. The platform provides a secure and extensible foundation for even the most complex self-service applications. Features include:



KIOSK ADMINISTRATION permits centralized management of user accounts and communications. The dashboard simplifies profile changes and automates maintenance notifications while content management allows immediate or scheduled updates to the kiosk.



USER MANAGEMENT permits centralized user identity and access management. Users can opt in or out of notification levels. Users can customize the notifications, prioritizing and filtering alerts to obtain only meaningful information instead of being inundated with white noise from daily network management status.



SYSTEM APPLICATION AND COMPONENT MONITORING provides a complete view of field performance by simultaneously monitoring multiple applications, system connectivity, and component status. By monitoring component status, preventative maintenance and error states (such as low printer paper and low bill dispensers) can be acted upon quickly.



REAL-TIME ALERT MESSAGES are directed to the appropriate users if any system element needs attention. **CORE K-NECT** provides component level visibility for hardware components such as printers, scanners, card and check readers, bill acceptors, bill dispensers, and LCDs. Client-specific components are easily integrated into our rapidly expanding device library.



UPTIME REPORTING provides a summary of the system level performance for a specified date range. Reports can be downloaded and filtered for simple SLA management. Component and application status are available through the dashboard for management of incoming alerts.



DATA LOGGING is available for custom client applications where KIOSK has authored the software.



DEVICE DEFENDER protects our infrastructure from malicious actors and attacks.



DOCUMENTATION includes installation, configuration, and user guides and is easily accessed from the portal.



FLEXIBLE DATA STRUCTURE supports custom data types and automatic expiration of historical data.



AUTOMATIC SCALING allows for services to rapidly accommodate to increased load.



K-NECT PORTAL ensures secure access to product installers, configuration files, and documentation updates.



K-NECT INSTALLATION AND CONFIGURATION ASSISTANCE is available directly from KIOSK in the factory or the field. Installation and set-up support are included in a one-time fee to ensure a successful deployment (quotes are based on volume).



KIOSK ACTIVE REMOTE MONITORING is a turnkey option available to supplement your **CORE K-NECT** license. This service puts KIOSK Support Professionals directly in charge of monitoring, receiving, and resolving incoming alerts.

KIOSK strongly encourages every customer to include Active Remote Monitoring and an Advanced Exchange Warranty as essential services to optimize uptime. Please contact your KIOSK Sales Representative for a **CORE K-NECT** demo and the latest component / feature release roadmap.



CORE K-NECT saves valuable time, service expense, and protects your brand reputation in the field.



To get a quote:

Call – +49 211 688509 0

Email – sales@kiosk.eu

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 / Managed 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 CORE K-NECT, please visit www.kiosk.com/uk



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