

KNECT HARDWARE INTEGRATION MODULE

**Accelerate software integration
and speed to market**



As more organizations leverage kiosk technology for their digital transformation, the need for system and component-level data becomes increasingly important as key performance indicators of the overall self-service customer experience. Kiosk application developers need flexible tools to quickly build a comprehensive solution capable of providing both system and component-level alert intelligence to optimize deployment uptime and performance. To provide developers fast software integration with hardware and reduced time to market, KIOSK Information Systems (KIOSK) offers licensable KNECT Hardware Integration Module (HIM) with an easy-to-use, well-defined abstraction layer.

With the HIM, you can:

- Accelerate interoperability and application development via a simplified higher-level abstraction layer
- Gain access to a growing library of APIs supporting 40+ kiosk components, including:
 - Barcode scanners
 - Thermal printers
 - Coin Dispensers
 - Document/ID Scanners
 - Credit Card Readers
 - Cash Acceptors
 - Laser Printers
 - Ticketing Printers
- Eliminate need to manage and maintain individual component drivers and SDKs, thereby streamlining development efforts and time to market
- Access technical API documentation that provides turnkey code, methods, and best practices used to gain component functionality insights
- Leverage a comprehensive hardware integration component test suite, including code examples to simplify development

“ Using KIOSK’s HIM resulted in a 50% reduction in development costs and an equal reduction in time to market

- SVP, Business Development,
Technology / Gaming Industry

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The development of HIM is the result of KIOSK's 27+ years of self-service innovation experience - helping customers solve complex problems, design solutions, and write software applications tailored to a wide array of components. KIOSK intimately understands how complex a kiosk software development effort can be.

Our HIM license:

- Identifies the best / most reliable components and secures the SDKs and drivers for the named components
- Defines the architecture, methods and integration layer that sits between the application and component
- Optionally captures and reports events, both at the system and component level, for everything that transpires on the kiosk
- Provides a set of comprehensive test programs with ongoing support to the entire software suite, over time

The HIM provides an API for hardware component calls and addresses the common functionality associated with several mainstream components utilized within a kiosk environment. As an application developer, you need to access and control various system components – whether that means capturing an image from a barcode scanner or assembling the content to be supplied to a thermal printer, or programmatically dispensing cash to the end user. The HIM establishes multiple methods to be used by application programmers as you develop your kiosk applications.

Depending on the number and complexity of the components used in your kiosk, the HIM represents significant savings both in time and cost. In fact, a recent customer review shows that using the HIM resulted in a 50 percent reduction in cost and an equal reduction in time to market.

In conjunction with the HIM, you can leverage powerful IoT tools to gain real-time visibility and notifications about the health of your kiosks. KNECT IoT Portal provides a single pane of glass from which you can view the live status of your kiosk fleet and configure key performance indicators. KNECT Host is an optional reporting agent that avails next-level visibility. When using Host with the HIM, events associated with the components are reported in real-time, such as notifications for low printer paper, hardware offline / timed out, or low bill dispenser cash levels. By monitoring component status, preventative maintenance and error states can be acted upon quickly, thereby ensuring a seamless customer experience.

If you have questions or would like additional information, please contact us at sales@kiosk.com and we can advise about these future-focused options for your specific business goals.

