



# STANDARD KIOSK Solution Services



- Reduced Support Costs
- Optimized Solution Security
- IoT Alerting for Maximized Field Uptime



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# Curated Field and Managed Services

A complete self-service solution depends not just on the quality of the hardware and UI customer experience, but also on a comprehensive services plan to manage field performance throughout the deployment life cycle. KIOSK provides bundled Field and Managed Services designed to optimize fleet productivity and provide users with a consistent level of performance excellence.

## Standard Services include three years of:

- Secure web services
- Proactive monitoring and alerts
- Security management
- System preparation, updates, backup, and recovery
- Advanced Exchange Warranty and Field Service
- Monthly reporting

**Leveraging expert turnkey services saves money, streamlines operations, and maximizes ROI.**

**KIOSK offers OpEx-friendly service plans, with monthly or annual billing plans.**

KIOSK has intimate domain expertise and knowledge of the complexities involved in managing a successful self-service deployment. KIOSK's Customer Experience Team is made up of seasoned professionals in both Field Services and sophisticated IT Managed Services, who are experts in providing turnkey services for our customer base. They are responsible for anticipating, standing up, and proactively managing the service and security elements of each customer's unique deployment needs. Service package elements are curated to provide clients with best-practice support resources and economies of scale in implementation.

## STANDARD THREE-YEAR SERVICES PACKAGE

Set-up and ongoing services, including:

### 1. Amazon Web Services (AWS)

Ensures the network leverages best practices for security and availability standards.

Specifically, KIOSK uses AWS to deliver:

- 99.95% uptime service level agreement (SLA)
- Fully compliant Security Assurance Programs
- Reliable elastic fail-over performance
- Complete remote disaster recovery capability (web services environment)
- Appropriate load balancing provisions



### 2. Proactive Remote Monitoring and Alert Management

KIOSK's proprietary KNECT IoT Remote Management Software is loaded on to each kiosk before deployment. KIOSK's Managed Services Team receives real time alerts on your hardware, application, and components, triggering quick remote issue resolution. Issues are identified and resolved by the team, often making incidents completely transparent to on-site personnel.

KIOSK provides monthly reports on all alerts tied to hardware, software, connectivity, and security events as part of our Standard Services. KIOSK's remote management paves the way for fastest resolution, optimized uptime, and lower field service costs.



### 3. KIOSK's Enhanced Security Suite (powered by McAfee)

The Security Suite is a self-service bundle of embedded security technologies designed to facilitate PCI DSS 3.2 compliance on a kiosk platform. Features include:

- Host Device Control – governed by a pre-defined whitelist of specific hardware components (all others are inoperable).
- Stateful Firewall & Packet Inspection – managed with highly defined rules for regulating inbound and outbound endpoint communications.
- Active Threat Protection – integrated, extensible security solution that protects endpoints against threats including malware, suspicious communications, unsafe websites and downloaded files. This feature prevents system access threats, auto-scans files as they are accessed, and runs targeted scans for client system malware.
- Host Intrusion Protection – adds low-level control over functions within the endpoint's Operating System (beyond Firewall and Device Control modules).
- Full Drive Encryption – obscures the underlying endpoint data and prevents unauthorized access.



McAfee

*"...the Enhanced Security Suite has furthered KIOSK Information Systems' position as a trailblazer in the self-service industry, and VDC believes that in today's heightened threat environment, it represents a competitive advantage over kiosk systems from other vendors."*

**VDC**Research  
Insights for the Connected World

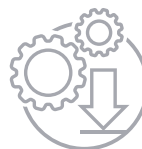
Steve Hoffenberg,  
Director  
Chris Rommel,  
Executive VP

### 4. System Preparation, Updates, Backup, and Recovery

Knowledgeable and trained KIOSK IT Specialists work with clients to implement:

- Removal of unwanted features or applications on factory Operating System (OS) to maximize security and storage.
- Loading of master application, security, and database files, as defined by client's security policies.
- Full pre-production QA testing of OS
- Automated software updates and Windows OS security patching.
- System and application backup and recovery.

This service ensures each kiosk is secured and tested for "plug-and-play" functionality upon exiting the factory, with an optimization strategy in place for deployment uptime.



### 5. Three Year Advanced Exchange Warranty with Field Technician Support

#### Warranty Parts Management

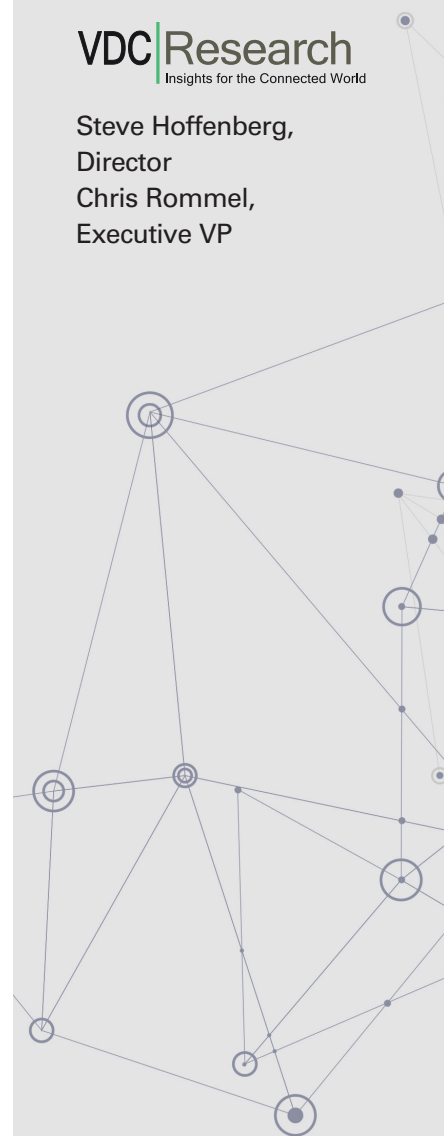
- KIOSK prepares a spare parts inventory pool for overnight "hot swap" replacement of field failures.
- Eliminates the expense and hassle of customer-owned inventory and shipping.
- Enables technicians to arrive with replacement component(s) in hand for single visit resolution.

#### Phone and Field Support

- KIOSK's in-house service representatives field troubleshooting calls and manage automated service tickets.
- KIOSK dispatches warranty parts and knowledgeable technicians to resolve repairs in the field (little or no staff disruption).



continued>



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## 6. Monthly Reporting

A set of standard service reports are provided by KIOSK to measure a commonly requested set of metrics:

- Proactive monitoring: disconnect events, power loss, high CPU usage, RAM availability, application availability (on/off)
- Fleetwide uptime
- Top 25 off-line reporting incidents
- Security threat events identified, per unit.



**Supplemental KIOSK Services** that can be purchased a la carte with the Standard Three-Year Services packages include Site Survey and Installation services (priced separately because of variability in complexity).

SERVICE PACKAGE ELEMENT	STANDARD 3-YEAR SERVICE PACKAGE	A LA CARTE – ADDITIONAL SERVICE OPTIONS
• Amazon Web Services	X	
• KIOSK-Led Remote Monitoring	X	
• Enhanced Security Suite	X	
• System Preparation, Updates, Backup, and Recovery	X	
• Warranty Spares Management	X	
• KIOSK Customer Care Phone Support	X	
• Field Service Technician Dispatch	X	
• Monthly Reporting	X	
• Preventive Maintenance		X
• Site Survey		X
• Installation		X

### 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.



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