

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



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

COMPLETE SELF-SERVICE SOFTWARE SOLUTIONS
CALL TOLL FREE: 1.800.509.5471 OR VISIT US ONLINE AT WWW.KIOSK.COM



KNECT IoT


KNECT IoT is a remote management software platform that provides the essential foundation for an easily managed and successful kiosk deployment.


This platform leverages cloud-based technologies, 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 kiosk fleet management standards.





KNECT IoT delivers remote monitoring tools for real-time visibility and communication paired with IoT campaign features, enabling pre-established escalation paths and remote actions based on the nature of the alert. 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 **KNECT IoT** infrastructure resides in the cloud acting as a web-based portal control center facilitating fleet management from kiosk registration, storage of critical data used for ongoing management, and event analysis. The **KNECT IoT Agent** resides on the kiosk and facilitates regular communication between the remote devices on the kiosk and the cloud data repository. The platform provides a secure and extensible foundation for even the most complex self-service applications. Features include:

 **KNECT IoT PORTAL** permits centralized management of user accounts and communications. The dashboard simplifies profile changes and automates maintenance notifications.

 **USER MANAGEMENT** permits centralized user identity and access management. Users, roles and permission settings are easily defined and assigned within the Administration section.

 **SYSTEM APPLICATION AND COMPONENT MONITORING** provides a complete view of Key Performance Indicators (KPIs) 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** can be directed to the appropriate users if any system element needs attention. **KNECT IoT** provides component level visibility for hardware components such as printers, scanners, card and check readers, bill acceptors, bill dispensers, and LCDs.

 **IoT CAMPAIGNS** allows users to opt in or out of notification levels. Users can automate and customize notifications, prioritizing and filtering alerts to streamline and fully automate alert notification paths and initiate appropriate remote commands to the kiosk.



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



DOCUMENTATION includes installation, configuration, and user guides to simplify start-up.



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



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



KIOSK ACTIVE REMOTE MONITORING is a turnkey Managed Service option available to supplement your **KNECT IoT** license. This service puts KIOSK Support Professionals directly in charge of monitoring, receiving, and resolving incoming alerts.

As a best practice, KIOSK strongly encourages customers to pair **KNECT IoT** with KIOSK Active Remote Monitoring (Managed Service) and an Advanced Exchange Warranty (Field Service) to fully optimize system uptimes. Please contact your KIOSK Sales Representative for a **KNECT IoT** demo and the latest component / feature release roadmap.



KNECT IoT saves valuable time, service expense, and protects your brand reputation in the field.



To get a product demonstration or quote:

1.800.509.5471

Email – sales@kiosk.com

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 KNECT IoT, please visit www.kiosk.com.



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