



KIOSK Managed Services

- ✓ *Optimized Solution Security*
- ✓ *Maximized Field Up-Time*
- ✓ *Reduced Support Costs*



WORLD LEADER IN SELF-SERVICE SOLUTIONS
CALL TOLL FREE: 1.800.509.5471 OR VISIT US ONLINE AT WWW.KIOSK.COM

KIOSK Managed Services

Contracted KIOSK Information Systems' Managed Services provides on-demand IT resource to stand up, optimize, and fully secure an unattended self-service network.

Turnkey service options match the degree of payment and system security needs.

Options include:

- KIOSK-led ongoing remote monitoring and alert management
- System patching / update software
- Intel Security Suite - system security software
- PCI DSS 3.2 compliance matrix management
- Amazon Web Hosting - 99.95% SLA
- Operating system build and image management

KIOSK'S IT Team Members have the tools, processes, and proven expertise in place to implement a more timely and cost-effective approach to advanced network management.

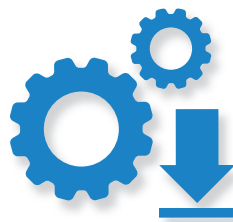


Managed Service functions are essential to consider at the onset of any project, ensuring that all the necessary deployment steps and project budget are fully framed. Because KIOSK is invested in client solution success, we've developed a full suite of contracted IT Service capabilities. These services are designed to ensure optimized uptime and security over the life of the deployment, while reducing IT project resource replication cost.

KIOSK offers three tiers of Managed Services, that vary based on the degree of support desired, system security needs, and PCI DSS 3.2 compliance / audit support demands.

1 TIER ONE SERVICES:

KIOSK-Led Remote Monitoring and Alert Management is a key element included in all tiers of Managed Services. KIOSK CORE KNECT Remote Management Software licenses are included. In addition to licensed application functionality (real time alerts on hardware, application, and components); this service includes KIOSK hardware, software, and IT personnel to receive, resolve, and report on alerts on an on going basis. Contracted monitoring by KIOSK professionals paves the way for fastest resolution, optimized uptime, and lower field service costs.



System patching and software update tools are included in Tier One. These tools dramatically simplify automated Windows OS updates, new software release pushes, improves overall system performance, and ensure adherence to update security policies. They also facilitate system reboot functions, hard drive cleanup, etc.

Tier One Services are designed to streamline management of an unattended self-service network by:

- Eliminating expensive "touch points" in the field
- Reducing administrative expense tied to staffing and training in-house personnel

2 TIER TWO SERVICES:

Includes everything in Tier One, plus Intel Security Suite Software license



Intel Security and **KIOSK** have created the Enhanced Security Suite, providing a self-service bundle of embedded security technologies designed to facilitate PCI DSS 3.2 compliance on a kiosk platform. Features of the Security Suite at a glance:

- Prevents unauthorized access by applications and code, making devices malware and tamper-resistant
- Ensures only authorized software is permitted to execute (dynamic whitelisting)
- Complies with security standards, such as PCI-DSS Level 1, HIPAA, SOC and other key industry mandates
- Controls support costs, patching updates, system downtime, and ease of management over device lifecycle
- Minimizes performance impact with a low-overhead solution (marginal use of CPU resources)

KIOSK highly recommends including the Enhanced Security Suite to prevent costly hacking and data theft risks in the field. It provides advanced security tailor made for an unattended environment, resolving today's very real heightened security concerns.

3 TIER THREE SERVICES:

Includes everything in Tier One and Tier Two, plus **KIOSK** IT advanced PCI compliance support:



- Direct management of PCI DSS 3.2 Compliance Matrix tasks
- Regular PCI Qualified Security Assessor (QSA) audit support
- Annual PCI audit support
- Compliance reporting
- PCI Penetration Testing assistance, as needed

KIOSK actively provides this level of Managed Services support for thousands of deployed financial service kiosks without breach or incident. **KIOSK** employs extremely specialized and qualified IT Professionals to execute and manage all IT and PCI compliance support services.

See back page for additional service options and plan summaries ... >

**To learn more,
please contact
your KIOSK Sales
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MANAGED SERVICE OPTIONS:

Amazon Web Services (AWS) Hosting

KIOSK's IT Professionals are frequently contracted as an extension of our client's IT Departments to simplify hosting. **KIOSK** utilizes Amazon Web Services (AWS) as the hosting provider, ensuring the network leverages best practices for both security and availability standards. Specifically, **KIOSK** (AWS) hosting services provide:

- 99.95% Up-time Service Level Agreement (SLA)
- Dedicated or shared server environment options
- Fully compliant Security Assurance Programs
- Reliable fail-over performance & complete disaster recovery capability
- Appropriate load-balancing provisions



Operating System (OS) Image Build

This service consists of knowledgeable and trained IT Specialists who work with clients to implement:

- Removal of unwanted Factory OS features or applications to maximize security and storage
- Loading of master application files
- Loading of security and database files, as defined by client's security policies
- Full QA testing of OS prior to production authorization
- Server storage for controlled replication



These methodical steps ensure each kiosk is secured and tested for "plug-and-play" functionality before shipping from the factory.

SUMMARY OF KIOSK MANAGED SERVICE TIERS:

CONTRACTED MANAGED SERVICE ELEMENT	TIER 1	TIER 2	TIER 3
• KIOSK -Contracted Turnkey Remote Monitoring	✓	✓	✓
• Windows Update and Patching Software	✓	✓	✓
• System Security Software - Intel Enhanced Security Suite		✓	✓
• PCI Compliance Matrix and Audit Support, Compliance Reporting			✓

MANAGED SERVICE OPTIONS	TIER 1	TIER 2	TIER 3
• KIOSK Hosting - AWS	✓	✓	✓
• Operating System Build / Maintenance	✓	✓	✓
• PCI Penetration Testing Assistance			✓

To learn more, please contact your KIOSK Sales Representative at 1.800.509.5471, or email sales@kiosk.com



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