

## KIOSK Support Services

Service Plans to Maximize Uptime

### Service Plans for Hardware & Operating System (OS)

KIOSK's Support Service Plans offer multiple ways to maximize field performance for the full life cycle of deployed kiosks. Through KIOSK's team of in-house experts, clients are covered every step of the way from site survey and installation, deployment, and **ongoing hardware, OS support and remote monitoring** utilizing Kiosk's proprietary remote management platform, **KNECT IoT.®**

### Expert troubleshooting and fast resolution

KIOSK Technicians are skilled in providing phone support to diagnose and resolve incoming service issues, whether it's hardware, KIOSK-developed software, or OS services. Inquiries are automatically entered into a ticketing system, alerting **in-house technicians** and ensuring accurate visibility for thorough communications throughout the resolution process. Local field technicians can be quickly deployed to replace parts and ensure KIOSK hardware is running at its best.

### Scalable Managed Services Grow with Your Business

Customer Set-up and Configuration is the cornerstone of all KIOSK Support Services that establishes the foundation for a successful kiosk deployment. Whether you're starting with a pilot program or an entire fleet of kiosks, our configuration process enables KIOSK Support Services to expand with your growing business.

Customer Set-up and Configuration is unique to your kiosk deployment – your KIOSK Sales Representative will provide details for your individualized Set-up and Configuration process.

FOR MORE INFORMATION

CALL 303.466.5471 • TOLL FREE **1.800.509.5471**

OR VISIT US ONLINE AT **KIOSK.COM**



**Maximizing hardware, software, and OS functionality is crucial to securing the highest return on investment from kiosks in the field. KIOSK's reliable Support Service Technicians enable our clients to successfully reduce the business losses that come with unpredictable downtimes.**

## KIOSK Hardware Support Service

### *Guaranteed Hardware Uptime*

Hardware Support Services is the main support layer of ongoing maintenance services to facilitate high performance and guaranteed hardware uptime.

#### Service Includes:

- Proactive Remote Monitoring and Alerts
- Advanced Exchange Warranty
- Field Services
- Standard Monthly Reporting
- Real time dashboard

## KIOSK OS Support Service

### *Full range of monitoring, security, and reporting services*

The operating system plays the most important role in the full functionality of every kiosk. Operating System (OS) Support Service is the premium layer of KIOSK Support Services and provides a stable and secure operating environment for the kiosk's application software to ensure the highest level of functionality.

#### Service Includes:

- Initial Kiosk Deployment Image
- Image Management
- KIOSK Security Suite
- Technical Support

## Additional Hardware Support

### Site Surveys

Professional KIOSK Technicians facilitate successful deployment by identifying and resolving all pre-installation site readiness issues, ensuring a streamlined, single-visit installation.

### Installation Services

Installation by KIOSK professionals ensures the quickest and easiest project start-up for both indoor and outdoor services so our clients are up and running as quickly as possible.

### Preventative Maintenance

Dirty equipment is the #1 reason kiosks fail in the field. Regular maintenance is a simple preventative step that reduces failure rates, extends component life, and reduces customer fees paid on false failures by ~60%.

