

## Electronic Art Uses Kiosk To Educate the Public

PROVISIO's SiteKiosk software ensures maximum uptime for museum displays, helping to inform the public about human trafficking.

By Richard Slawsky  
Contributing editor  
KioskMarketplace.com

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software engineering

### The players

PROVISIO is a market-leading software development company providing comprehensive turnkey software products to secure, monitor and control computers and kiosks in a public environment. The company sells its software products in more than 50 countries through offices in the United States and Europe. Fortune 500 companies, including Verizon Wireless, OfficeMax, BMW and Citibank have chosen PROVISIO's software solutions for projects of 1,000+ machines.

Electronic Art, based in Cincinnati, is a full-service interactive agency that specializes in the development of custom kiosk software, digital signage and integrated website development. Common projects include kiosk-based marketing tools, assisted selling tools, interactive digital signage content, website design and build, kiosk consulting and kiosk hardware sales and leasing.

### The challenge

In mid 2010, Electronic Art was tasked to help develop Invisible: Slavery Today, a new exhibit at the National Underground Railroad Freedom Center, an organization

devoted to educating the public about modern slavery and human trafficking. Electronic Art created and installed the digital interactive displays and many of the video components of the exhibit.

*Invisible: Slavery Today* is a permanent exhibition that occupies 4,000 square feet in the Freedom Center's east pavilion. Through a variety of techniques and media, including videos, sounds and touchscreen presentations, Invisible offers a comprehensive examination of slavery in the modern world through the life



*Invisible: Slavery Today, a permanent exhibition at the National Underground Railroad Freedom Center, needed to ensure that its kiosks had the maximum amount of uptime. Electronic Art and PROVISIO partnered together to ensure success.*

experiences of five individuals who were caught up in one of the five most common forms of exploitation.

The exhibit includes 17 high-definition touchscreen displays and several digital kiosks, including a 55-inch touchscreen display that allows visitors to access statistics on modern slavery from the United States State Department.

“Museum exhibits are starting to move toward more interactive, digital content,” said Tim Burke, president of Electronic Art. “Museum-goers have come to expect leading-edge technology as well as some element of interaction to be a part of the overall experience.”

Unfortunately, in a situation where kiosks operate unattended, deployers face the threat of tampering, and the National Underground Railroad Freedom Center is no different. And when kiosks are central to a museum exhibit, such as Invisible: Slavery Today, it’s important to ensure that kiosk uptime is at a maximum.

### The solution

PROVISIO’s SiteKiosk software locks down and secures any public access Windows PC, kiosk, terminal or self-service station. The secure browser software restricts user access to the operating system, the desktop, programs and folders based on user-defined settings.

Users also can limit Internet access to certain websites or activate the content filter to block objectionable or illegal websites.

“We have used PROVISIO’s SiteKiosk for more than eight years now, and it’s always been a good solution for us,” Burke said.

“SiteKiosk enables us to lock out USB ports so someone can’t just slip in a drive and go to town on the machine, and it allows us to lock out key commands on any of the screens that have keyboards attached to them,” he said. “And with the machines that don’t have keyboards attached to them, it provides a maintenance platform where we can schedule [the machine] to automatically restart itself if something crashes with the application or the machine gets low on memory. It can also automatically turn the machines off and on at opening and closing time so the staff doesn’t have to go around and do it.”

### The results

With an application such as SiteKiosk, the best results often are an absence of problems. In the case of the Invisible: Slavery Today exhibit, those results have been overwhelmingly positive, Burke said.

“SiteKiosk provides maximum uptime and the consumer never has to see a blank screen or an error message,” Burke said.

*“SiteKiosk provides maximum uptime and the consumer never has to see a blank screen or an error message. We’ve used it for so many years that it has really become a trusted platform for us.”*

— Tim Burke, president, Electronic Art

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Electronic Art has several clients who have systems running SiteKiosk that have been up and running for three years with no problems, Burke said, and expects to see the same with this deployment

“We really put a lot of our faith in SiteKiosk to make sure that this system has maximum uptime,” Burke said. “We know we can count on it.”

*About the sponsor: PROVISIO is a market-leading software development company providing comprehensive turnkey software products to secure, monitor and control computers and kiosks in a public environment. The company sells its software products in more than 50 countries through offices in the United States and Europe. Fortune 500 companies including Verizon Wireless, OfficeMax, BMW and Citibank have chosen PROVISIO’s software solutions for projects of 1,000+ machines.*