CASE STUDY

Kiosk Marketplace.com

More than software

PROVISIO's software helped a Toronto-based kiosk provider secure and remotely access its 2,000 kiosks at Goodyear Gemini stores.

By Patrick Avery,
editor

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software engineering

Saitech International Inc., a Toronto-based kiosk manufacturer, specializes in education and information kiosks, primarily in the automotive industry.

The challenge

Saitech International has been involved with everything from traditional signage to digital and animated signage. However, the company recently has focused squarely on manufacturing and designing kiosks, primarily in the automotive space.

Saitech's mission is to create trust at the point of decision with quality education and information kiosks, said Roger van Maris, Saitech's vice president.

"We are trying to bridge the gap between where on one side there (are) people with a high level of technology awareness, and on the other side there is the general public that doesn't have that understanding or awareness," van Maris said. "We want to educate consumers so they can make a confident decision and it builds the trust and credibility between the consumer and the retailer."

In addition, Saitech needed a software package that would allow it to remotely access and manage its more than 2,000 kiosk content and data systems.

> "We needed a stable, economical platform in which we can deliver content and data from our head office to each of these sites in a timely manner. PROVISIO had great products in SiteRemote and SiteKiosk."
>
> — **Roger van Maris,**
> vice president,
> Saitech International Inc.

The solution

To obtain a comprehensive software solution, Saitech enlisted the help of PROVISIO.

PROVISIO's SiteKiosk software and SiteRemote monitoring and management solution provide a complete software package for kiosk manufacturers and users.

"It's an out-of-the-box software that opens up a lot of possibilities," PROVISIO chief executive Heinz Horstmann said.

SiteKiosk monitors and protects the operating system against manipulation by computer vandalism and hacking; secures system drives, folders and files from unauthorized access; protects the terminal against most viruses, trojans and destructive scripts; deactivates undesired function keys and critical key combinations; and deletes user data at the end of each session.

Also, SiteRemote monitors, manages and configures kiosk terminals from a remote location. The software provides near-constant communication between a SiteKiosk terminal and a SiteRemote server, even from behind firewalls. A terminal will establish a connection to the server at certain intervals and compare its data with the data stored on the server. While doing so, the terminal informs the server about its current status and receives new jobs from the server.

The result

"We needed a stable, economical platform in which we could deliver content and data from our head office to each of these sites in a timely manner," van Maris said.

PROVISIO's SiteKiosk and SiteRemote software was placed on each of the 2,000 kiosks that Saitech rolled out through Goodyear's Gemini full-service automotive centers.

Saitech researched a host of software providers, but PROVISIO provided an easy, simple solution, van Maris said.

"Provisio is best at customer service and incredibly flexible and interested in the success of our project," he said.

ABOUT THE SPONSOR: PROVISIO LLC is a kiosk-software provider whose applications are designed to secure public computers as well provide administrators with remote access.