



Monitor your KIOSK remotely

Description

The police force has deployed KIOSKS at various locations across the nation for the public to access police services with ease of use. This will give public round the clock automated access to police services.

The solution provides a 360 degree overview entire device inventory that help to understand every details of the KIOSK-devices. Monitoring the summary of the devices along with real-time data about the device health, incidents reported, services and user interaction with the system.

Challenge

- Collecting data from the kiosk is a manual process that requires remotely accessing each system and downloading the log files. Kiosks are often switched off or down making the gathering of log data difficult due to remote access not being available when required.
- The log files are manually downloaded and manipulated using spreadsheets application to create meaningful data for analysis, this further takes 2-3 days. More KIOSKS are deployed across nationally takes time to remotely access and download log files to just acquire the data alone.
- Difficult to monitor the live status of the KIOSKS and the attached devices to detect device health to act upon immediately to improve customer experience. To receive immediate alert notifications in case of KIOSK or device failures for appropriate action and quick resolution.

Solution

- The data from each KIOSK is pushed up to the cloud on a scheduled basis and a data processing pipeline is created to process KIOSK data and aggregate statistics. The data is now stored centrally making it quick and simple to analyze using the visual dashboard. The client is now able to track the KIOSK data at far more regular intervals giving valuable insights into their usage.
- The visuals provide a geographic view and status of the entire KIOSK installed at different locations. Provides a way of monitoring data from all aspects of the use of the KIOSKS and continuously improve customer experience.
- Able to get device interaction statistics and failure point stages where the user gets terminated while using the KIOSK devices. Monitor all the incidents raised by users and status of each incident and action taken.

Benefits

- Automated uploading of data to cloud and there is no need for a manual process of logging to different systems and copying files, saving nearly 30 hours per month for downloading the data.
- Provides a detailed usage of statistics reports that helps to identify trends and usage of the KIOSK network including individual devices, application navigation which helps the customer to improve the user experience. Forecast on device feeding and replacements to be done prior to failure thus keeping the uptime 100%.
- It allows officers to be re-deployed to the ground to better serve the community, avoid delays to arrive at the incident spot.