

# Kiosk Deployment and Support Services



US Inquiries: 888-287-9202  
Canadian Inquiries: 800-554-5179  
[www.decisionone.com](http://www.decisionone.com)

Kiosks are expected to generate revenue or cost savings while building customer goodwill. To achieve these results in today's competitive kiosk market requires kiosk providers to continually improve the customer's kiosk experience while managing operating costs. Addressing nationwide kiosk deployment initiatives and post-deployment support reliably and consistently is instrumental in attracting and retaining customers, but still a major challenge in this market. New rollouts often set the stage for a kiosk's debut and acceptance. Leading kiosk success factors — including ease of use, reliability, availability, and speed of delivery — are paramount to creating a positive customer experience and growing a kiosk business. Proper planning for kiosk deployment and support services enriches the customer kiosk experience by promoting consistency and standardization of kiosk deployments and post-deployment support across all customers' kiosk locations.

## The DecisionOne Solution

DecisionOne's Kiosk Deployment and Support Services provides an immediate, cost-effective national support infrastructure — permitting you to focus on core differentiating activities rather than technical support. As an experienced kiosk installer, DecisionOne can plan and manage any size deployment — from a local pilot, to a national rollout or equipment upgrade for photo, Internet, informational, and transactional kiosks. Leveraging DecisionOne's national footprint with more than 2,500 skilled technology professionals achieves accountability for ensuring consistent kiosk deployments that are on time and within budget, as well as post deployment support services — regardless of your customers' locations. Finally, our account and program management teams have the process, procedures, and infrastructure in place to deliver the status and service performance reporting you need.

## Benefits Delivered

Partnering with DecisionOne to be your national support infrastructure for all of your kiosk deployment and servicing needs enables your company to realize the following benefits:

- Improved time to market with immediate national scale and service infrastructure
- Increased customer satisfaction levels due to specialized workforce providing expertly managed service delivery and execution
- Reduced business complexity and eliminates need to manage multiple vendors through one services vendor and a single point of contact
- Rapid solution deployment within a single location or simultaneously across multiple sites
- National reach and local touch for major accounts

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## Services Highlights

- Installed more than 16,000 kiosks; provide maintenance services for more than 10,000 kiosks
- Successfully completed major national roll outs of 2,000, 1,500, and 800 kiosks for three of the largest retailers in the world
- Performed more than 5,000 kiosk upgrades in 2008
- Designated point of contact for operational activity and end-to-end management of service delivery from scheduling through ticket management, service escalation, and reporting
- Escalated support for the trained workforce from centralized technical specialists

## Why DecisionOne

- Single source, multi-vendor technology support provider with integrated onsite, remote, and logistics capabilities
- 50+ years experience providing reliable managed service delivery in complex environments to more than 5,000 customers across 745 manufacturers
- Broad geographic reach with 2,500+ badged technology professional throughout the U.S. and Canada
- Scalable, immediate infrastructure capabilities that support strategic partnerships with outsourcers, OEMs, and resellers and their commercial and public sector customers
- Flexible and cost-effective delivery model including hub-based shipping/receiving locations, ISO certified facilities, ITIL-based quality programs, continuous training and certification, and customizable service solutions

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.