

REMOTE MANAGEMENT SOLUTIONS FOR KIOSKS AND ATMS



Increase in demand for automated systems, upsurge in adoption of interactive system in retail application, and rise in inclination toward self-service systems propel the growth of the global interactive kiosk market.

This expansion brings further revenue opportunities but also new business challenges. How do we ensure these kiosks and ATMs maintain operation, how and when to plan upgrades, how quickly and by whom can maintenance be done in case of IT failure?

Businesses that use kiosks and ATMs to serve their customers have many unique support and maintenance challenges. As these units are generally deployed at multiple locations, across many geographical areas, and in some cases in remote locations, it can be difficult to provide responsive or on-site support. To ensure that kiosks and ATMs are secure and available at all times, device features such as security, energy, environmental and visual controls are all necessary.

Raritan, a brand of Legrand, and global market leader in KVM-over-IP and intelligent power distribution technology has a wealth of experience in the deployment of Kiosk and ATM solutions with retailers, banks, healthcare and narrowcast solution providers. This application brief aims to give an overview of the endless possibilities with our rich portfolio of KVM-over-IP switches, serial consoles, intelligent PDUs, and environmental sensors.

According to a report published by Allied Market Research, the global interactive kiosk market was estimated at \$14.76 billion in 2018, and is expected to hit \$29.14 billion by 2026, registering a CAGR of 8.7% from 2019 to 2026.

But how can these kiosks and ATMs be adequately and securely managed and maintained?

RARITAN KVM-OVER-IP BENEFITS

- Secure Java-free BIOS level access and control to PC and serial devices that operate the kiosk or ATM
- Local and remote troubleshooting, rebooting, updating and management of servers
- Ultra high performance 4K and 1080p video resolution
- User-friendly cross platform GUI (HTML5)
- Security and encryption features such as LDAP/Radius authentication and AES 256 encryption
- Available cables/adapters for VGA, DVI, Mini DisplayPort, and USB-C

BUSINESS CHALLENGES

- Kiosks/ATMs in many (remote) locations
- Uptime is crucial for operation and reputation
- Dust, environmental, and security challenges
- Only authorized staff with infrastructure access rights
- Limited IT expertise by on-site staff
- PCs/serial devices need timely IT maintenance (security upgrades, patches, etc.)
- Costly SLA support contracts

RARITAN INTELLIGENT PDU BENEFITS

- Ultra compact form factor
- Auto reboot in case of non-responsive devices
- Sensor connectivity to monitor and alert on environmental changes (i.e. temperature, humidity, vibration)
- UPS monitoring integration
- Optional 4G out-of-band modem access
- Locking outlets to avoid downtime due to vibration or accidental disconnects
- Webcam connectivity for enhanced security

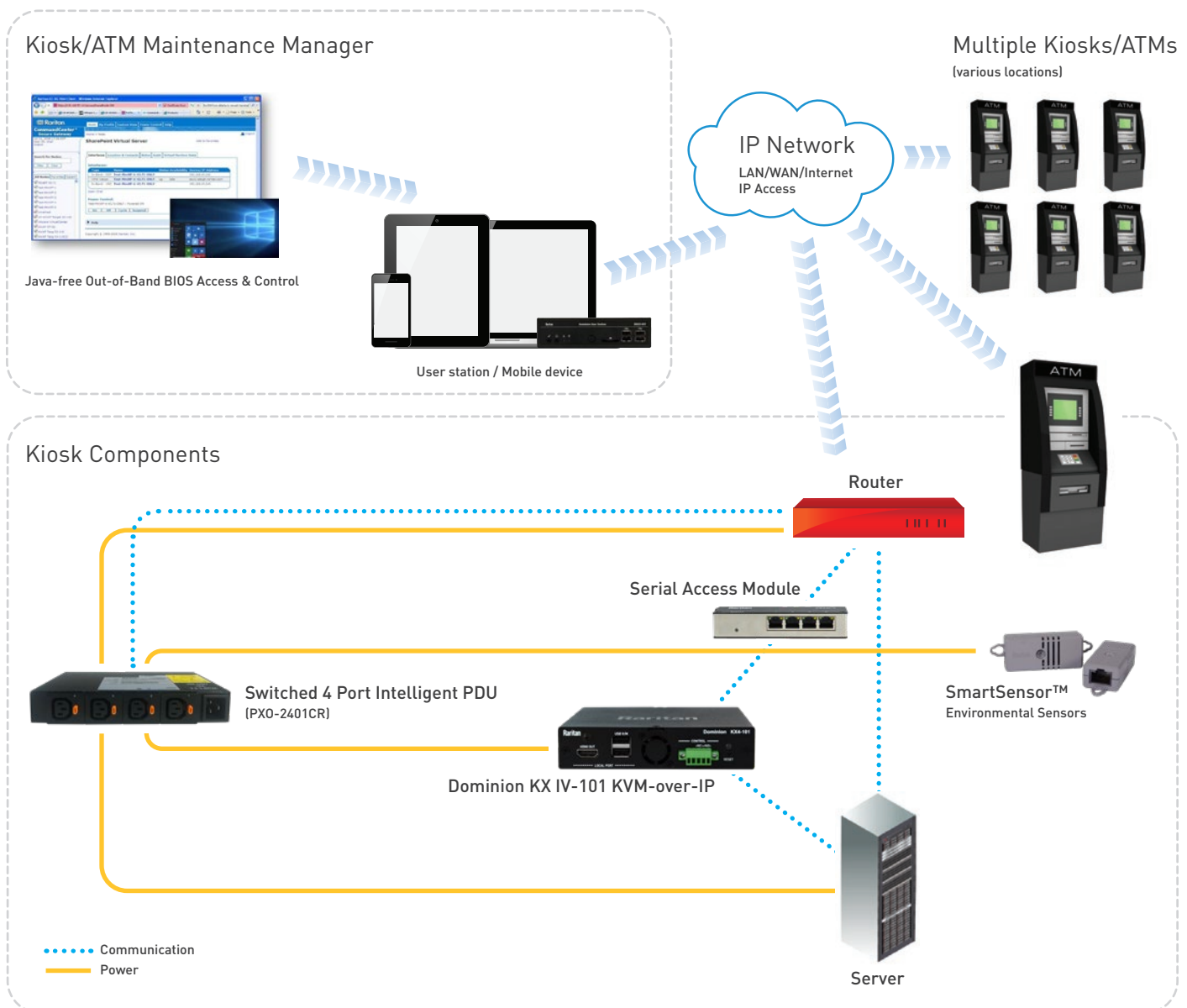
TYPICAL APPLICATIONS

- Payment Terminals
- Cash Machines
- Digital Signage
- Point of Sales
- Vending Machines
- Information Screens
- Lockers

KIOSK & ATM RARITAN SOLUTION EQUIPMENT

- Dominion® 4K KVM-over-IP switch (DKX4-101)
- Serial access module (DSAM)
- Switched PX® PDU 4x C13, 16A (PX0-2401CR)
- SmartSensor™ environmental sensors
 - Temperature & Humidity (DX2-T1H1)
 - Water leakage (DX2-WSF-KIT)
 - Vibration (DX-VBR)
 - Contact closure (DX2-CC2)
 - Proximity & Motion (DX-PIR)
- Centralized Access Management (CommandCenter®)

ATM CONFIGURATION EXAMPLE



Ready to find out more? Contact Raritan today.

Email marketing.europe@raritan.com or visit www.raritan.com/eu

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