Pinching Pennies?
Closed Loop Cash Handling in Retail

APPLICATIONS
Video Banking

MARKETPLACE
The New Kiosk Boom

TECHNOLOGY
Multi-Coin Hoppers
Kiosk Printing Solutions that keep the world in motion...

From the world's busiest hotels to the world's largest casinos, our kiosk solutions keep people moving and businesses booming. Star Micronics is the kiosk printing industry specialist with over three decades of knowledge and expertise and has, as a result, created the world's largest range of encased and open frame modular kiosk printing solutions. Our latest new products confirm our unfaultering dedication to the kiosk printer market by providing two more specialist solutions – the TUP500 DP chassis option, which reduces the size of the TUP500 by 25%, and the user installable flashing paper exit guide on the TSP700II.

With unmatched versatility, specialist options designed specifically for the kiosk market and countless software and accessory packages, it's no wonder we're leading the world. Our latest projects have involved innovative A4 replacement checkout printers in Europe's busiest hotel chains, charity and self-checkout kiosks in Sweden and Germany, loyalty and coupon kiosks in Switzerland and mobile phone Top-Up kiosks in Dubai, Ireland, the UK and South Africa.

So if you’re looking for the most reliable, cost-efficient and versatile kiosk printing solution on the planet, Star is just the ticket. For more information, call our sales team on +44 (0)1494 471111 or e-mail: sales@Star-EMEA.com
Hello readers,

As memories of the holidays fade and the decorations are put back in the attic for another year, what better way to escape the January blues than with your brand new copy of KIOSK EUROPE?

This issue, we’re talking finance, and we have some expert comment on how self-service can best be exploited in the bank branch. We’ve also got articles on cash management, both at point of sale and in-branch.

But it isn’t all dollars and cents. We’ve been investigating some of the exciting ways interactivity is changing the face of the modern museum. And, as usual, you can expect all the latest self-service technologies and solutions, from new pharmacy kiosks in supermarkets, to self check-out in DIY stores.

Well, I’m off to pick what’s left of the kids’ presents out of the vacuum cleaner, so it just remains for me to wish you a very Happy New Year from all of us at hf media & events!

Rich Germain

Editor-in-chief

KIOSK EUROPE
CONTENTS

KIOSK SOLUTIONS

6 Technology You Can Bank On
   Self-Service Video Banking

10 Booming Marvellous!
   Christoph Niehus's Views on Today's Self-Service Market

Pushing the Envelope 11

Stock Response 18

19 The Dell Sell

RETAIL

8 The Buck Stops Here
   Closed Loop Cash Handling Technology at the P.O.S.

Part of the Furniture 16
   Ikea Customers are Getting Used to Self-Service Checkouts

17 An Ounce of Prevention...
   Prescription Vending Machines

MUSEUMS

14 Cold Fusion
   Interactive Technology in the Scott Polar Research Institute

15 Le Billet, S’il Vous Plait
   Kept in the Dark 15

ADVERTISERS’ INDEX

congatec ......................................................... 11
Citizen Systems Europe ...................................... 25
Custom Engineering ........................................... 29
Fujitsu Components Europe ................................. 26
Hengstler .................................................... 22
Innovative Technology ....................................... 11
JCM Global .......................................................
KioWare .....................................................
MEI .........................................................
Money Controls .............................................
TECHNOLOGY

You Want It, You Got It  12
Celestica’s Design-led Approach to the Kiosk Market

Meet the Simpsons  20

Locked and Loaded  21

22 Good to the Last Drop
Where the Smart Money Goes  23

24 Packing a Punch

More for Less  24

Get the Message?  25

Waste Not, Want Not  26

27 Ticket to Ride

28 Inner Strength

28 Soft Landings

29 String Theory

FOREWORD  3

ADVERTISERS’ INDEX  4

EVENTS

30 Clouding the Issue
Talking Shop  30

Joined-up Thinking  30

Kiosk Solutions

Retail

Museums

Technologies

Events

ScanSource ................................................................. 21
Star Micronics ......................................................... Inside front cover
Wilhelm Dreusicke .................................................. 17
Self-Service Video Banking

Technology You Can Bank On
By Neil O’Sullivan

Video banking allows customers to speak directly to a bank representative through a kiosk or off-site ATM. Deploying a remote video connection provides a more efficient and personal level of service, bridging the gap between self-service and full service.

Video banking builds on the existing ATM network to enhance the customer service and expand the reach of financial institutions into new markets. It combines self-service with personal interaction with a teller at a remote location. The teller completes the transaction and answers any questions the user might have.

Video banking tellers work in remote call centers, where they are able to service several banking locations from a central site. This lowers the operational costs of staffing and means branch staff can focus on up-selling and customer service rather than performing simple tasks. Using self-service video banking, banks can reach out to new markets without all the overheads of traditional branches. Video banking kiosks can be located off-site, such as in an office complex or shopping mall. This also means customers would be able to access banking services out of hours. This fits into the trend for ATMs to add more services, such as account management and queries.

Remote video banking features Experticity and Tandberg offer video conferencing-type applications. uGenius Technology has a proprietary hardware and software platform, the uGenius Personal Teller System. The system allows customers to interact with live tellers in a call centre via a two-way audio and video connection to conduct banking transactions and allow the teller to take control of the transactional devices so the customer experience is similar to a branch visit.

For financial institutions, Experticity’s system can integrate card swipes, scanners and printers. Experticity’s solution is hardware independent, and the company offers its solution on NCR and IBM platforms, among others. With the Experticity system, consumers can communicate with a live financial expert via two-way audio and video. The expert, who is provided by the institution or a third party, can then answer questions and solve problems. Experts in a variety of languages can be available as needed. To extend personalized customer service into the home, the Experticity@Home platform enables customers to have a live audio and video dialogue with the onscreen customer service agent via their personal computer.

The uGenius Personal Teller Machine is a remote transaction machine that is used by a customer when connecting to an off-site teller. Although at first glance it looks like an ATM with a large video screen, it accepts cash and cheques, dispenses coins and cash and prints cheques. The machine serves as the teller’s virtual hands by accepting, verifying and dispensing viable media for a broad range of transactions.

“This is assisted self-service. The customer doesn’t have to know how to operate the machine or put in their account numbers,” said Jed Taylor, executive vice president for uGenius Technology. “The Personal Teller System is the only solution in the marketplace that allows the teller to complete a bank transaction for the consumer.”

One of the largest current users of the technology is Coastal Federal Credit Union in Raleigh, North Carolina. In the last year Coastal deployed over 41 units into 13 of its 19 branches and services these 13 branches with 22 tellers located in a centralised video call center. Coastal has used the technology in after-hours vestibules to expand branch hours by 44% while increasing the pay grade of its centralised tellers by two levels, and reducing total teller labor costs by 22%.
Case Study: Coastal Federal Credit Union

Coastal Federal Credit Union in Raleigh, N.C., was searching for a technology that would help it lower the cost of transactions in its branches, while improving service for members.

Willard G. Ross, senior vice president at CFCU, explains why they selected video banking technology using the Personal Teller System from uGenius Technology. “We were looking for a system that would help us lower costs and effectively extend our hours for the convenience of our members.”

CFCU has deployed 36 units across 10 of its 19 branches, with 4 to 5 units per location. Eventually, the units will be deployed at all branches. With the 10-branch level of deployment, CFCU sees benefits of the economies of scale in teller staffing and other cost categories. Members’ perception of service has remained very positive as well.

“We can do almost everything that an across-the-counter teller can do, and we can do certain things better,” he added. When CFCU converts a branch to the video banking model, no tellers remain in the branch. Only managers and sales people remain on-site. “For this to make sense, we have to reduce the teller count,” Ross said.

“As we convert more branches to video banking, we won’t need to add very many tellers to our call centre.”

Ross estimates that once CFCU fully converts to video banking, the teller force will be only about 60% of the original size. Members benefit from better service because more tellers are available, especially during busy parts of the day. “The branches aren’t all busy at the same times, so the system from uGenius enables us to match the staffing to the peak demand and keep wait times pretty constant across the branches,” he said. One unexpected benefit has been a more personal transaction through the video interface.

“Because the teller is not looking at the next person in line or someone coming in the door, it’s actually a more personal experience,” Ross said.

Members also appreciate the extended hours available through the Personal Teller System. Traditional branches are open 8:30 a.m. to 5:30 p.m. on weekdays, but in nine locations with the video banking system, the hours are 7 a.m. to 7 p.m. CFCU relies on standard ATMs at every branch to provide 24/7 service.

In some branches, the transition to video banking has been easy for members. CFCU used the remote teller system, in which tellers at the branch used a video screen to communicate with members and transactions were conducted via a pneumatic tube system, at several locations. Ross says at those branches, the transition to the Personal Teller System has been easier.

At other traditional branches, CFCU introduces a PTM into the branch six to nine months before the full conversion. That first unit is typically installed in the vestibule for extended-hours access. “By the time we do the full conversion, most members have already used the Personal Teller System,” Ross said.

The uGenius Personal Teller System allows CFCU to open branches on-site at member groups’ locations. For instance, CFCU opened a branch in a high-tech manufacturer’s headquarters. One employee is available to open accounts and make loans, but the members can conduct transactions any time.

Video banking offers face-to-face interaction between a consumer and a remote teller. Typically, the video system is housed in a kiosk-style fixture in a bank branch or at an off-premises location. Through a video link, a consumer can complete traditional teller and customer service transactions and ask questions.

For the ATM industry, platform-independent video banking may be a few years away, but it is surely coming soon. Video banking is the next big channel, an extension that builds on the self-service, remote foundation created by the ATM channel. Independent ATM sales organizations looking for ways to differentiate themselves in the marketplace may very well jump on the video banking bandwagon.
Closed Loop Cash Handling Technology at the P.O.S.

The Buck Stops Here

By Jeff Carr, Managing Director, Scan Coin

Cash is not dead. Those who claim that it will be swept aside by a range of payment alternatives fail to recognise that according to the recent “The Way We Pay 2010” survey by The Payments Council, cash is still popular in six out of ten transactions; and despite the growth in card transactions, shoppers still prefer to use cash to pay for their goods. Across a variety of retail sectors from quick service retail, convenience retailers and forecourts through to the traditional high street stores, cash is still used in the majority of retail transactions.

Convenient for customers, but not so convenient for retailers, cash has always been a problem to manage through the business. Cash handling is expensive and time consuming – time for the cash transaction itself, time for counting and sorting notes and coins, and time for packing and booking cash in the back office. On top of all this, cash must be transported to the bank and ATMs must be replenished.

And cash is vulnerable; retailers constantly look to reduce their losses from shrinkage and burglary. According to the 2009 Global Retail Theft Barometer, Professor Joshua Bamfield discovered that the level of global retail theft reached $114.8 billion. This represents a significant increase of 5.9% over last year’s total of $104.5 billion.

This survey also found that retailers decreased their spending on loss prevention and security by $900 million, no doubt in response to their general need to trim budgets in tough times. However, the correlation between $900 million in decreased security spending and a $10 billion increase in theft is very significant. This highlights the importance of continued advancement and improvement of loss prevention programmes.

Businesses can ill afford to view retail crime as a harmless or intriguing social phenomenon or simply as a ‘cost of doing business’. This ignores the impact of the cost of retail crime to the general public, which, in 2009, cost 533 million families in the 41 countries surveyed an extra $208 on their shopping bill.

With these startling figures in mind, retailers should look at solutions that limit the unnecessary handling of cash and the benefits of closed loop cash handling. Unless securely managed, a retailer’s cash is continuously at risk. Retailers should consider technology that reduces the access that criminals could potentially have to cash within the store.

A retailer that accepts and passes on counterfeit cash, no matter how unwittingly, faces not only economic loss but also, and perhaps more damagingly, a sharp decline in customer confidence.

There are a host of advantages to having closed loop cash handling technology at the POS. It allows customers to pay easily and quickly using notes and coins, and receive their correct change.

Automated cash processing is gaining ground and retailers are continuously reviewing their processes, looking at the checkout, back-office and transportation routines in search of time and cost savings. If retailers rely partly or entirely on manual processing, cash handling can be labour and cost-intensive. By implementing closed loop cash handling technology, retailers can better use their resources because they spend less time on cash management tasks and more time on activities that generate sales such as assisting customers and completing sales transactions.

As cash is not exposed with closed loop cash handling, retailers also reduce losses from shrinkage and burglary, which greatly improves security. Closed loop cash handling not only limits the access that criminals may have to cash but also helps minimise the risk of counting errors and theft by staff, a problem that many retailers wouldn’t like to admit having.

In an industry where seasonal staff are essential to ensure that customer demand is met during peak periods, there remains an opportunity for less honest members of society to take advantage of busy periods in-store for their own gain.

Cash will continue to flow into the retail sector. Paying with coins and notes is as popular as ever. The challenge for retailers is to handle these volumes without higher costs for both cash processing and increased security. The discussion on introducing measures to prevent loss needs to be had at board level to ensure businesses continue to thrive.

For more information please tick reader response number 151 at www.kioskeurope.com

In retail, cash is still king, but businesses must consider modern technology to help deal with the many pressures and problems of cash loss prevention.
Helping to alleviate coin hopper starvation and keep machines running

The SMART Way!
Pay out any mixture of coins and notes with the combined ability of the SMART Hopper & SMART Payout

IMA: 8a/C12
ICE: 4260
EAG: 1002

www.innovative-technology.co.uk/thesmartway/
Provisio’s Views on the Fast-Growing Self-Service Market

Booming Marvellous!

Christoph Niehus gave us his views on current trends, expected booms and the projected outlook for the market.

KIOSK EUROPE: How do you see the current development of the kiosk market?

CHRISTOPH NIEHUS: As far as I can see, the kiosk market is facing a very big boom.

KE: That seems surprising, given the current economic climate; how did you reach such a positive conclusion?

CN: Provisio supplies self-service and digital signage software for a lot of different projects, so I get to see and hear about a lot of what our resellers are doing, and the numbers that we’re currently working with seem extremely positive. For example, in 2010, we undertook a kiosk project for one of the largest German grocery chains involving over 8000 systems, plus a lot of smaller ones with 250+ systems. The North American market is very strong too. There have been six larger projects there with over 1000 installations each, and the outlook for 2011 looks to be even better.

KE: Have you spotted any longer, more persistent trends that are enabling these developments?

CN: Yes, I believe that we will continue to see very strong growth in the kiosk market for the following three reasons:

1. Higher acceptance rate of the terminals from the end users: Kiosks used to be seen as too technical for people to use, with the touch screen interface being the main reason for people to shy away from them. But with touch screen technologies being used more and more in private now, particularly with the iPhone, even the older generation has lost nearly all of its shyness in using these devices. The use of smart phones and tablet PCs will dramatically increase this trend; even my two-year-old daughter is already using a touch screen to play with many of the apps on the iPad.

2. Efficiency gains: Obviously the classic industry sector has used automation to create efficiency gains and similarly the service sector will also look for more efficiencies and will use self service to lower costs and to get higher productivity. The more intelligent the self service kiosks become, the more they will be able to do, and the less people will be needed. Obviously many see this as an undesirable development, but looking at it from a longer point of view, due to the demographic development here in Germany and the shortage of young people in comparison to the past, there is now a lack of working people to do the jobs that these kiosks can do. Of course it makes business sense too to cut these costs. Furthermore, self service is available 24/7, with the ATM being the most famous example.

Of course, self-service is not going to provide all the services that people are going to demand, the classic example being the wine selection kiosks, which help people to choose a bottle of wine. I think this is an example of where kiosks will not replace a human. When I go to buy a good bottle of wine I would far sooner trust a wine connoisseur with a big red nose than a kiosk.

3. Technical development: Until around the year 2000, the kiosk industry was largely a very high cost market because every project produced very expensive prototypes first. The technology was largely slow and unsophisticated and very expensive, the graphical user interfaces had to be developed with a lot of effort in macromedia and the internet connectivity was there but it wasn’t commonplace so it was still expensive to have. Ten years later and it’s a totally different picture. Self service projects are still not completely cheap – but due to the technical development a lot of the necessary components are now good value for money and particularly reliable. The necessary software is available and high speed internet is available wirelessly nearly everywhere – this is important because the content is now basically stored in the cloud, on the internet, rather than on the machines themselves or on proprietary networks.

KE: Are there any factors which may get in the way of this development?

CN: Well the critical voices claim that having a smart phone in everybody’s pocket will mean the end to the kiosk market but I can only object to this theory for all of the reasons named above. In the 50s and 60s people thought that TV will lead to the dying of the cinema but I just saw the latest Harry Potter movie in a sold out cinema over the weekend.

And in the short term, I’m looking at the developments with the Euro and the banking crisis which could mean further turbulence in the market which then may negatively affect the overall economic development, but medium to long term I can only see good times for the kiosk industry ahead, at least for those companies that moved with the times.

For more information please tick reader response number 152 at www.kiosk Europe.com
Pushing the Envelope

Kiosk technology has now infiltrated dozens of vertical markets, from the retail sector to gaming through ticketing and beyond. Its influence is so far-reaching that it is easy to forget that the whole industry grew out of the development of the humble ATM.

But the ATM is still by far the most widely used kiosk application, and NCR is continuing to work to improve this fundamental tool of modern banking.

Barclays Bank has recently outsourced management and maintenance services for 450 of its remote and host-operated ATMs to NCR under a two-year contract.

NCR will be responsible for delivering a complete managed services solution, which includes helpdesk services, incident management, first and second line maintenance and managing cash replenishment services in partnership with Cash-In-Transit management company Loomis.

The contract will be managed from NCR's Eurocentral customer care centre near Glasgow. This centre focuses on maintaining a high level of ATM availability, using diagnostic tools to carry out remote fixes where possible, the very latest engineer scheduling, automated incident management and dispatch software, along with a sophisticated parts logistics strategy.

As well as offering services solutions such as this one to banking companies, NCR has also worked to develop new products to increase the efficiency of ATM systems in branches.

The company has introduced 'no envelope' ATMs which let banks and credit unions of all sizes provide improved services to customers while also lowering deposit-related costs.

The intelligent deposit ATMs, which allow consumers to deposit cash and cheques without an envelope, are being deployed by over 600 community banks and credit unions.

The company has stated that both large and small financial institutions are finding that the NCR SelfServ ATMs are helping them nearly double their yearly ATM deposits, whilst reducing deposit transaction costs by 75%. Organisations that have adopted the solution include Stoneham Bank, ABNB Federal Credit Union, Veridian Credit Union and Delaware County Bank and Trust.

The company estimates that there are more than 9,000 U.S. financial institutions that could take advantage of the benefits of intelligent deposit.

The ATMs are intended to give the end user confidence in their transaction, as cheques are scanned at the ATM and an image can be printed on the customer receipt. Deposits also tend to clear the bank's systems even as late as 11 p.m. can often be recorded at the machine, so deposits made at the machine for example will address many institutions' environmental initiatives by helping them reduce paper consumption.

For more information please tick reader response number 133 at www.kioskeurope.com

conga-BM57
Extreme Performance on COM Express®

Powerful Graphics Engine
High Performance Computing up to Intel® Core™ i7 Prozessor 2.66 GHz
Features Intel® HM55 Chipset
Support for HDI, DisplayPort und DVI
Battery Support for High End Mobile Applications
Plus more ...

Find the complete COM Express overview, all accessories and complete documentation at:
www.congatec.info

congatec
the rhythm of embedded computing
info@congatec.com
Tel. +49 (991) 2700-0

congatec@congatec.com
EUROPE Spring 2011 11
www.kioskeurope.com

Tel. +49 (991) 2700-0
info@congatec.com
KIOSK EUROPE: What is Celestica’s background and how did it get involved in the kiosk market?

ALARIC BATES: Celestica is an electronics manufacturing service company which operates in multiple locations around the world, with a strong focus on emerging markets in Asia, Mexico, and Eastern Europe. Kiosks are a part of our core industrial strategy.

Where kiosks are concerned, over the last few years the company has restructured itself. We recognised that in traditional core EMS companies, people invariably end up getting into discussions where everything is related to cost. As consumers and OEMs want cost driven out, you end up in a spiral which takes the margin of the business and ultimately turns the shareholders away. So we have developed a business model where we can get engaged in design and in helping the customer to satisfy a market need. Companies bring their kiosk designs to us, and we offer a service which allows customers to focus on marketing and defining their USP while letting us worry about manufacturing the product, sourcing materials, and getting it to market.

KE: What do you offer in terms of self-service?

AB: We don’t like to say we have a standard self-service offering, because we don’t. When a customer comes to us, we sit down with them and try to understand what their business challenges are.

Companies can be constrained by design resources, prototyping, logistics etc. Celestica is able to take concepts, prototypes or early face production models and apply our engineering background and our strength in design to them, and enable the customer to get their product to market more quickly and more efficiently and therefore improve their revenue margins.

A kiosk needs kerb appeal. It needs to attract the customer, particularly if it’s a retail kiosk and the pricing model is based on cash throughput. We don’t profess to be experts in industrial design and ergonomics, but we can take attractive design and really turn them into something that’s manufacturable.

KE: How do you see the European kiosk market developing?

AB: I think there is a division between the ‘developed’ markets in Western Europe, and the emerging markets in the east. In Western Europe we are seeing a shift towards different applications of self-service. For example, you can go into a cosmetics store – not that I do it particularly often! – and as opposed to there being a rack of girls selling different products, you may be able to go to a machine which is sponsored by a major cosmetics brand and from that choose a high value and high revenue product. The machine might even be able to identify your skin tone and find the best product to suit you. This is a typical example of greater added value being generated from self-service.

In the emerging markets of the East, we are seeing the introduction of what we in the West now regard as the de facto standard, for example, the airline
check-in terminals. As airports as an infrastructure grow, these technologies are now being implemented from the beginning as standard. So you have a kind of step function, with the high value add applications being installed in the western side of Europe, and more of the basic self service being implemented in the east. I think this will change with time, and the East will start to come up the value chain very much like we’ve seen Western Europe do. But at the moment we have almost a two-tiered system.

KE: So is there still room for growth in the west?

AB: Yes, I think there is. In the west, people are starting to use kiosks in far more creative ways, in an effort to increase the value for the customer. Designers are therefore starting to look at more tailored solutions. I read an article a couple of days ago about kiosks in banking and the importance of individualising the user experience for every customer. So if I went into a bank and used a kiosk it wouldn’t be showing me generic advertising, it would be displaying specific advertising based on my spend patterns and so on. I think we’re starting to see the application of self service really move to a new level, and a deeper level in terms of customer engagement. In the east I think we’re probably still in the transactional phase. Nevertheless, both markets present growth opportunities; they are just different growth opportunities.

KE: How does the European marketplace compare to global markets, particularly the emerging markets in Asia and South America?

AB: Asia, particularly Japan, is very strong when it comes to photokiosks. We’re also seeing strong rollout of kiosks in places like India. These tend to be at the lower transactional end of the market – rail tickets, prepayment cards, sim cards etc. It’s a similar model to what we’re seeing in Europe. You’ve got developed nations that are reaching into that MVA (market value added) curve and developing nations that are looking at building the right infrastructure, and at including in that infrastructure the self-service technologies that exist today.

KE: Looking into 2011, how do you see the market developing?

AB: We are going to see the transactional system market, typically cash handling and cash sorting, continue to grow. Reports I’ve read, and I’m sure your readers will have read as well, forecast between 3 and 5% growth. So, not a stagnant market but not a market that’s positively booming, either.

At the same time, I think we will see an explosion in growth of retail kiosks. We are still very much riding a wave of not-quite-novelty, getting the new types of products and new types of kiosks into the public domain. We are in a phase where some of the ideas will work and some will fail. I think we will see an explosion of demand in 2011 and into 2012. We will also probably start to see some level of consolidation; so, as opposed to walking into a high street chemist and seeing 17 different types of kiosk which would allow you to select different products, there will be one or two. Retailers will start saying: “I don’t want 6 different styles of kiosk, I want one, and it has to be branded with my name and it needs to have multifunctionality and be able to do x and y.”

As far as Celestica is concerned, while we like to think we have a good understanding of what’s going on out there, ultimately we will be directed by what our customers tell us they want.

For more information please tick reader response number 134 at www.kioskeurope.com
Interactive Technology in the Scott Polar Research Institute

Cold Fusion

By Neil O’Sullivan

The museum of the Scott Polar Research Institute opened its doors in 1934. It was founded as the national memorial to Captain Scott and his fellow explorers, to commemorate their ill-fated expedition to the Antarctic in 1910-12. The museum, n the UK town of Cambridge, now houses the world’s largest collection of artefacts, documents and photographs relating to polar exploration and research.

With the centenary of the expedition approaching, the museum recognised an opportunity to reach out to people and engage a new generation with the science and the history of the Polar Regions, but the museum as it stood was not well-equipped to achieve this goal. Displays were static, housed in old cabinets which did not meet modern standards. In 2008, the museum embarked on an ambitious 15-month refurbishment project. Costing £1.75 million, almost half of which came from a Heritage Lottery Fund grant, the renovated museum is now almost unrecognisable to anyone who knew it in its previous state. The installation of interactive technologies was a central aspect of the refurbishment.

The Institute has always operated as a forum where academics from different disciplines within science, social science and the arts could gather and exchange ideas, but these experts had often found it difficult to communicate their ideas to the interested public. Kiosks offered a refreshing solution to this problem. Academic staff were asked to submit ideas for topics, images and videos, and museum staff worked with them to ensure that the accompanying text would be accessible for visitors. These science presentations are now available to browse from three kiosks in the museum. This has allowed the academic community to engage with the public in a clear way, presenting often quite complex information without dumbing down.

The idea has proved so successful that the museum is now getting contributions from outside the Institute, including several from NASA. Two further kiosks are dedicated to explaining the current politics of the Arctic and Antarctic, incorporating information submitted by all the member states of the Arctic Council and signatories to the Antarctic Treaty. This international dimension is something that could not easily be presented without the use of technology.

It was decided that the technology used should be engaging and exciting, but also as simple as possible. The museum has only a small staff, who admit that they are not particularly technically minded. The equipment therefore needed to be easy to update and repair.

The kiosks are very easy to update. Information and images are fed in online and can be downloaded to the kiosk. The new displays in the museum also provide a context for the interactives, which adds to their appeal.

Another advantage of technology has been that much of the museum’s vast reserve collection can now be browsed in a way which would never have been possible before, given space limitations. Visitors can now explore parts of the museum’s catalogue of photographs through innovative new touch screen technology. To achieve this, the museum worked closely with Cambridge-based company Deep Visuals, which has developed software that allows very large sets of photos to be explored visually on a screen or kiosk. The software links all the images together by content, and is able to provide a means of exploring the content without the need for search terms.

A touch screen was installed in the gallery, displaying a set of images relating to the British Arctic Air Route Expedition of the 1930s. A visitor can touch an image that interests them, and many closely related images then appear on the screen, their position and size varying depending on their relationship to the central image. Images can be ‘flipped over’ to reveal text on the back, explaining the content of the image and giving details of the photographer and date. The visitor can travel through the collection by touching the images that appeal to them. This method of exploring photo collections is easier than a traditional catalogue, because it requires no prior knowledge but is based entirely on images and is driven by the user’s interests.

According to Heather Lane, Librarian and Keeper of Collections: “This demonstrates how technology can be used to customise the museum experience for each visitor. Casual passers-by are more quickly engaged, and those with a serious interest can delve far deeper than was possible before. We find people spend far longer than anticipated exploring the photographic collections in this way, and we are developing another set to accompany our next temporary exhibition on the British Graham Land Expedition, 1934-37, which opens in January.”

The success of the project is evident from the visitor figures. While previously the museum averaged about 10,000 visitors a year, since it reopened in June 2010, it has already seen 25,000 visitors come through the door. A sure sign that modern museum visitors have a hunger for engaging, interactive exhibits.

Photograph © The Scott Polar Research Institute, University of Cambridge

For more information please tick reader response number 155 at www.kioskeurope.com
Le Billet, S’il Vous Plait

The Louvre Museum, the most visited museum in the world, has selected partnering firms of Satori Billetterie and UltiMedia to provide interactive ticketing kiosks for a four-year period.

UltiMedia, already responsible for the ticketing kiosks at the Eiffel Tower, has designed kiosks that are sympathetic to the architecture of the museum and also address constraints such as integration inside the pyramid, having a small footprint, ADA accessibility and easy maintenance. The ‘Squale 09’ interactive kiosk was selected to replace the existing ticketing equipment.

To win the contract, the company made a 3D simulation video showing its transformation of the museum from a ‘train station concourse’ to a more refined visitor welcome centre. Using the company’s CGI and 3D film department, the Louvre committee was able to visualise the project in real conditions, with people moving around the interactive kiosks.

The kiosk was conceived by Eric Dumouchel, the company’s founder. It is equipped with an ATM machine that can stack up to 600 notes, four hoppers that can manage 1,000 coins and a bank card reader, plus an alarm and tracking system.

A receptacle system prevents unauthorised access to the inside of the kiosk, while facilitating user access to change and tickets. Rear access to the kiosk has also been greatly improved, and full operation while the kiosk is being serviced is now possible.

After installing the kiosks at the Louvre, UltiMedia has also launched an installation at the Palace of Versailles, the largest palace in the world, visited by over five million people per year.

Kept in the Dark

Piusa Caverns is a network of unique sandstone caves located in south-eastern Estonia, only a few miles from the border of Russia.

Since 2006, the caverns have been closed to the public for safety reasons, with only a small secured portion still accessible. But since the Piusa caverns are such an important tourist attraction to the area, the local government decided to find a new way to open them up to the public. A visitor centre was built, equipped with new interactive 3D software from 3D Technologies R&D, creating virtual caves.

In order to create accurate three-dimensional models of the caves, they first had to be laser scanned. This presented some unique challenges; mainly brought on by working in total darkness and the year-round five degree temperature. Nevertheless, the process was completed in three days.

After the on-site scanning, the results, known as point clouds, were processed and integrated into mesh and used for 3D modelling. In addition to the scanning, high resolution photos were taken of the caves which an artist transformed so they could fit into the 3D model to add texture.

The original and detailed 3D model was processed with Normal Map, which brings out inscriptions and the roughness of the walls.

Visitors can hover around the interactive 3D model of the caves using 32” touchscreen displays, and are able to view even minor detail in the cave walls, such as inscriptions made by past visitors. They can also read additional information and folk legends about the caverns and take virtual tours inside the caves, with marked points of interest.

To guide users around the vast caves, on the corner of the screen there is a map detailing their current location.

This use of technology is helping the public to understand the structure and nature of the caves and also to gain a greater understanding of the methods of glass-sand mining during last century. The new way of accessing the caves also helped to attract more visitors to the centre because of its innovative approach to presenting historical sites.
Ikea Customers are Getting Used to Self-Service Checkouts

Part of the Furniture

Just one year after Ikea, the Swedish home furnishing giant, installed self-service express checkouts in its 45 German stores, customers are now eagerly using the new system. The company is now considering further installations in Europe and Asia. Few retailers have more international experience with self-service checkout technology than Ikea. The home furnishings company has installed the technology in 14 European countries, as well as Australia and the United States, using Wincor Nixdorf as its partner everywhere except in the U.S. The share of self-service technology on sales ranges between 35% and 50% across the retailer’s markets.

Sweden, the home of Ikea, boasts the highest acceptance rate, followed by France and the United Kingdom. By comparison, France and Germany encountered some early scepticism. Experts questioned whether the technology would take root.

However, Holger Apel, responsible for Technological Developments at Ikea Deutschland, commented “acceptance rates in these markets have since risen to the average level.”

The Ikea headquarters in Sweden is also reviewing further expansion in Asia. “Here we need to carefully consider the wishes and purchasing behaviour of the Asians, whose shopping habits differ significantly from those in Europe,” added Apel.

The Swedish company follows a uniform scheme for reconfiguring checkout lines. Typically, around half of the 28 POS terminals in an average store are upgraded. Two staffed POS stations are replaced by an express self-service checkout handling groups of four, giving customers access to roughly one third more checkout systems. The self-service terminals are configured for swift payments for small purchases of up to 15 small items, such as curtains and small furnishings.

In the self-service zone, customers can only pay by card; either with a debit or the Ikea Family loyalty card. Although shoppers with only a few home furnishing items have traditionally preferred to pay in cash, the Swedish company is now gently encouraging them to use cards to take advantage of the convenient self-checkout service.

In October 2008, Ikea piloted its first self-service checkout in its Dresden and Sindelfingen stores. Later, in July 2009, they completed the nationwide rollout in all of its 43 stores.

Wincor Nixdorf has supplied a core solution tailored to the individual requirements of the company. Missing in this configuration, for instance, are the cash slots typically found on terminals. They have been replaced with card modules. The entire design of the terminal reflects the Ikea philosophy: smart, swift and simple. This applies to the ergonomically designed scanner, as well as to the specially adapted touchscreen surface, which leads users through easy-to-follow steps during the checkout process.

The Ikea solution is smart, insofar as it is designed to run on the same hardware platform as traditional POS terminals. The design simplifies integration as well as control, operation and maintenance of the self-service terminals and thus reduces investment and service costs. “The systems operate largely reliably and without failure,” said Apel. Wincor Nixdorf Beetle POS terminals are installed at the traditional checkout points, running the Linux-based POS software Calypso.

Although a year has passed since the new systems have been installed in the checkout zone, cashiers still keep an eye on customers. In this coordinating function, they observe how full shopping carts are, ask shoppers how they prefer to pay and suggest using the self-service terminals whenever possible. By routing customers in this way, they ensure that checkout lanes are equally full and waiting times are kept to a minimum.

At the same time, special attendants are available to help customers with the self-checkout process, although this is becoming an ever rarer occurrence. “Our customers have become accustomed to working with the terminals and are pretty fast at checking out,” said Apel.

The volume of sales that passes through self-checkout lanes has grown. Customers with larger purchases also now frequently use the self-checkout terminals. Waiting times have dropped. Noticeably, more customers have confirmed in surveys that they are satisfied, or even very satisfied, with the self-checkout process. They are available to help customers in this way, they ensure that checkout lanes are equally full and waiting times are kept to a minimum.

At the same time, special attendants are available to help customers with the self-checkout process, although this is becoming an ever rarer occurrence. “Our customers have become accustomed to working with the terminals and are pretty fast at checking out,” said Apel.

The volume of sales that passes through self-checkout lanes has grown. Customers with larger purchases also now frequently use the self-checkout terminals. Waiting times have dropped. Noticeably, more customers have confirmed in surveys that they are satisfied, or even very satisfied, with the new payment procedure.

Only one construction site still remains, but since the self-checkout terminals have been deployed, the volume of non-cash sales has risen by only 1%. “This volume still has room to grow,” said Apel. “We see potential for a 4 to 5% increase.”

For more information please tick reader response number 158 at www.kioskeurope.com
Prescription Vending Machines

An Ounce of Prevention...

In the summer of 2010, UK supermarket chain Sainsbury’s began a trial of prescription vending machines, which are aimed at allowing customers to securely and conveniently collect NHS prescriptions. A UK first, the scheme was piloted in two Sainsbury’s stores in Sussex, in Hayward’s Heath and West Green.

The prescription vending machines, manufactured by Asteres, are offered as an additional choice alongside the shop’s in-store pharmacy service, thereby ensuring that customers still have the option of speaking to a pharmacist.

Each machine can hold up to 450 packs of medicines and each pack has a barcode so the machine can identify it. Customers using the service must register and create a unique ID and PIN code. A qualified pharmacist checks that the medication has been properly prescribed before placing it into the machine along with information telling the patient how the medication should be taken.

The supermarket states that the vending machines are simple to use for deposit and collection. When depositing, customers sign in and fill out a prescription form, and place into the envelope provided. They then follow the remaining instructions on screen and take the printed receipt with the collection time and other relevant details.

When collecting medication, customers again sign in at the vending machine using their unique ID and PIN code. All prescriptions due for collection will appear on screen, and payment details will appear if applicable. Prescriptions can then be picked up from the collection point.

Customers can also group the whole family’s prescriptions together and collect them all at once.

The company is now four months into a twelve month trial. David Gilder, Sainsbury’s Professional Services Manager, said: “The vending machines provide a secure and convenient way for customers to obtain prescribed medication at a time that suits them. At the same time we also know that our customers value the option of speaking to a pharmacist so this is an additional service for customers who may prefer it. We will evaluate feedback from customers and our in-store pharmacists before taking a decision on whether to roll them out to more stores.”

Gilder went on to say that early feedback was positive: “Initial results suggest that the machines are proving to be a success. They are especially popular with the over 60s. Since they were launched over 3000 transactions have taken place and we have received just the one complaint.”

Sainsbury’s will evaluate feedback before taking a decision on whether to roll the kiosks out to more stores.

For more information please tick reader response number 159 at www.kioskeurope.com
Stock Response

By Maurice VanRijn, Sales Manager for Northern Europe, ScanSource

As a reseller of POS systems and touchscreens it is important that you work with a reliable distribution partner, whom you can trust and rely on – a distributor that will go the extra mile.

Businesses need a distributor who will show commitment, and will provide the right service levels to help them grow. ScanSource is focused on helping you unlock the opportunities that will grow your business. We offer a clean distribution model that revolves around partnership. We believe a distributor should not compete with vendors or resellers. We don’t manufacture our own products. Neither do we sell to end-users. We concentrate on distribution. We drive growth in the channel so you can grow.

How do we do this? Firstly, we aim to cover the basics. We stock and distribute the right vendors and the right products, products that fulfil requirements from the warehouse, through back and front office operations all the way to the checkout. We provide flexible financing and high levels of support. We don’t believe in a one-size-fits-all approach. Rather, we work with customers to deliver the services that they need.

The company is well positioned to serve the POS market, and in 2011 we will further increase our efforts to grow the channel. We’ve broadened our line card, adding cash drawer and POS peripheral vendors, to ensure we can offer complete solutions and provide products that are needed throughout the POS sphere. We’ve also invested heavily in technical and commercial training for our sales and support teams.

We’ve worked to drive growth in the barcode and auto ID market for nearly ten years, meeting the needs of the channel through an open, transparent way of working with vendors and resellers. Our commitment to partnership is key. In 2010 we released SUMO, an international online ‘networking community’ where all our partners can connect with each other all over the world.

For more information please tick reader response number 160 at www.kioskurope.com

Call: +1 717 845 4790
Email: sales@kioware.com
Visit: www.KioWare.com

Download a free trial at www.kioware.com/download.asp
The Dell Sell

Dell OEM Solutions has provided kiosk vendors with solutions for more than 10 years, and the company believes that it understands the unique challenges these vendors face. Getting stable products which are suitable for constrained and extreme environments to market quickly is a significant challenge, before you even consider other issues such as support, inventory and peripherals.

By using customised hardware, kiosk vendors can streamline design cycles and get their solutions to market faster. The company offers the support of its engineering team, allowing kiosk vendors to create a custom solution that fits their customers’ unique needs. Custom Fulfillment Service also gives them the option to have Dell facilitate the manufacturing and logistics process, giving customers more time to focus on product development and innovation.

The company recently demonstrated the OptiPlex XE – its first industrial PC designed for customers who require a machine that can stand up to extremely challenging environments. The product features: 24/7 uptime with improved motherboard components; component-level stability to reduce requalification; clean air filtration system for dusty environments; additional heat sink for enhanced cooling in hot environments; flexible ducting, vapor and mounting options that eliminate costly post-factory customisation; and standards-based remote management to reduce service calls.

The company can also provide a large breadth of customisations for customers in the kiosk market allowing them to deliver a uniquely branded product to customers. These customisation services include: image creation, installation and activation; removal of Dell branding from the BIOS, chassis and box; addition of custom branding to the chassis; and custom hardware stocking and installation.

For more information please tick reader response number 161 at www.kioskeurope.com

Profit from the Performance

...of the world’s premier line of
cash payment systems

Maximum uptime from your payment systems means more satisfied customers!

- MEI technology has proven to be the most reliable for more than 40 years with highest security, best acceptance rate, and lowest jam rates resulting in lowest total cost of ownership
- World’s largest installed base of note and coin acceptors
- Now introducing a bank note recycler to meet the needs of all types of kiosk and other self-service applications

Find out how to qualify for a FREE 60-day trial at www.MEIkioskcash.com.
Meet the Simpsons

HP has announced that Simpson Group has invested in an HP Scitex FB7500 printer to offer a short-run, high-quality, quick turnaround digital service for point of purchase (POP) and point of sale (POS) applications.

Simpson Group was established in 1972 as a conventional screen printer. It operates from two production sites, its head office, based in Washington, Tyne and Wear and Heathrow, Middlesex, where it installed its new HP printer. The company specialises in the design and production of high-quality, branded in-store advertising for well-known retailers. Offering its customers a range of screen, lithographic and digital capabilities, the company decided to purchase its new equipment after establishing that up to 50% of the jobs it was producing on its conventional equipment were ideally suited to digital production, with limited runs of between 150 to 250 copies.

The company said that the HP printer offers high application versatility with its ability to print on both flexible and rigid media. Offering a combination of adaptability and high-productivity, it also has a range of features designed to maximise throughput. Its three quarter automation and highly accurate and intuitive loading mechanism provide the productivity and efficiency needed to complete jobs quickly.

“We first invested in a digital printer eight years ago and since then we have seen the technology develop and mature as a robust industrial tool,” said Mark Simpson, chairman, Simpson Group. “With our FB7500 there are no compromises on quality. With the printer’s high levels of automation, we are able to get instant feedback, ensuring that colour consistency is easy to achieve. Other benefits to our customers include fewer wasted prints compared to conventional printing, and streamlining our workflow by eliminating the lengthy process of plate-making for quicker turnaround times on short-runs.”

For more information please tick reader response number 162 at www.kioskeurope.com

Money Controls

Leading the way in complete payment solutions

Money Controls works with its customers to provide:

- Products and services with real customer benefits
- Flexible solutions to payment problems
- Reliable products with high performance

Offices in: UK, Germany, Italy, Spain, Australia, Singapore, Argentina, Brazil and USA

Contact us now to see how we can help you

Tel: +44 161 678 0111
E-mail: sales@moneycontrols.com
www.moneycontrols.com
Locked and Loaded

We are used to many different products being digitally-controlled today. From the washing machine to your car, microcomputers handle countless tasks for us, and now the humble storage locker is no different. In venues including amusement parks and train stations, the old-fashioned lockers that allowed you single access for a couple of coins are increasingly rare, replaced by sophisticated electronic models with digital displays, credit card readers, receipt printers, and much more.

The company has also tried to offer the operators benefits, including the elimination of key replacement costs, a reduction in maintenance costs of up to 90%, the ability to detect and enforce overdue lockers (thereby increasing revenues), and a reduction of theft through computerised auditing of transactions. Lockers can also be monitored from the locker rental centre or a remote location, with complete real-time surveillance of activity, active alarms and access logging. The lockers’ security features are sophisticated enough that the system is approved by the Transportation Security Administration for use inside U.S. airports.

Smarte Carte had to find a printer for the locker system that could generate payment receipts and print the PIN numbers used in the PIN access versions, whilst meeting the company’s requirements for consistent, jam-free operation and maximum uptime. After some research, they selected German thermal printer manufacturer Hengstler, settling on the C-56 printer.

Smarte Carte is one manufacturer of these locker systems, featuring technologies such as access by biometric fingerprint scan, RFID/bar code bracelets and PIN codes. The company has tried to make the lockers as convenient as possible for the user, and, depending upon the model, they can accept coins, notes or credit cards, display rental instructions in multiple languages and print receipts. The multiple entry feature is ideal for day use at ski resorts or amusement parks, allowing users to enter their locker as often as they wish, while only paying for locker rental once.

For more information please tick reader response number 163 at www.kioskeurope.com
Custom has announced the launch of a new range of products which have been developed for common-use bag-drop kiosks. The KPM150 printer is an enhancement of the KPM54, which was deployed in the railway TVM market. Printing speed has been increased up to 180 mm/sec. It is suitable for use in unattended outdoor machines and can withstand exposure to all weather conditions.

The new printer has been designed for the airline industry, utilising the mechanical core of the KPM54.

Gabriele Ruggieri, Product Marketing Manager of Custom Engineering: “Its compact footprint is ideal for the new generation of slim self-service terminals. Why should someone use a bulky desktop printer if they can use a smaller OEM version, which has been designed specifically for integration into a kiosk? The new movable sensor will catch any notch or black-mark for flexible integration with any paper stock.”

Custom is also launching the high-spec KPM302 printer for boarding passes and bag tags, intended for the top end of the market. This printer holds all AEA pactabs for BP and BT, and is an upgraded version of the KPM300 which has been installed in more than ten thousand self-service machines worldwide. The product is equipped with bottom and top movable sensors for aligning any paper stock.

The ethernet interface makes it a fully network compatible printer which allows users to connect directly to the printer’s IP address to monitor or change parameters. It features both USB and RS232.

The printer can be configured with the latest generation RFID encoder and built-in antenna for printing and encoding RFID tags. An optional barcode scanner can validate paper stock which has been pre-printed with a unique barcode for increased security.

It can also be fitted with a triple paper feeder which can handle different sized paper, in any combination between ATB (BP) and ISO (BT). Some customers prefer to use 1 ATB and 2 ISO in order to increase the paper capability and save time and money on the bag tag change.
Where the Smart Money Goes
By Dayna Patterson, Marketing Executive, Innovative Technology

Traditionally a bank note validator manufacturer, the Innovative Technology Group has invested heavily over the past few years, in the development of payout solutions for the gaming, vending, retail and self-service industries.

Our “Smart Way” is a complete cash handling system incorporating coin-out, note-in and note-out for retail operations.

The Smart Way consists of the Smart Hopper (a true multi coin hopper) with the NV200 and Smart Payout (a mixed denomination note payout unit).

The first of these payout devices, the Smart Hopper, is a true-multi coin hopper. Operating at speeds of up to 12 coins per second, the Smart Hopper collects, stores and discriminates mixed coins. The Smart Hopper eliminates the need for a coin sorter, tubing and additional hoppers, as all coins that enter the coin mechanism travel straight to the Smart Hopper, where they are stored and discriminated for future payout.

The Smart Hopper has a coin capacity of 1500 coins (based on €1 coins) and sets new standards for multi-coin payment.

The second product in the Smart range, the Smart Payout is a modular add-on for the popular NV200 high-volume bank note validator. The Smart Payout accepts and stores mixed denomination bank notes for payout.

Most of the recycler units currently in the market can accept multi-denomination notes, but can only pay out one or two small denominations. For example, while €5 through to €50 notes are accepted, only €5 notes can be paid out. The Smart Payout can dispense any of the note denominations it has accepted – in theory the Smart Payout could dispense 80 different note denominations, including tickets and barcodes. With 80 notes stored in the Smart Payout, and up to 1000 note storage in the NV2000 bank note validator cashbox the unit is ideal for high volume applications such as retail self-service.

Together, the Smart Hopper and Smart Payout create the Smart Way. An ideal cash management solution, the Smart Way optimises cash management, allowing payout in any possible combination of mixed coins and notes. The Smart Way reduces the need for traditional float levels, as all money paid in can then be used for pay-out. Whatever the size of the retail kiosk or self-service station, the Smart Way is the ideal cash handling solution in terms of space saving (no need for multiple hopper, coin sorter or coin routing) and value for money.

Having been introduced to the marketplace during 2009/10, these Smart Products are currently being utilised across Europe in various change, vending and ticketing applications. Comestero Group s.r.l. have successfully implemented the Smart Way into their ‘Nexus Pro’ change machines across Italy. Each Nexus Pro is fitted with two Smart Hoppers and one Smart Payout unit to provide adequate levels of change in both coins and notes. The Smart Hoppers and Smart Payout are intelligent units and self float to maintain optimum levels for payout, minimising the need for operator intervention.

Gianni Vitiello, Owner of Pragma, who were one of the first companies to trial the Nexus Pro in Italy: “The Pro Nexus can reload automatically, due to its multi-coin hoppers and its banknote validator/dispenser. Players can change banknotes to coins, then change their winning coins back into banknotes in one machine. This autonomy is one of the greatest benefits for venue managers.”

For more information please tick reader response number 165 at www.kioskeurope.com
Packing a Punch

By Annette Tarlton, Marketing Director, Star Micronics EMEA

In collaboration with Exchange Finance and West International, DB Schenker Privpak AB offers a self-service kiosk that provides users with an efficient and easy means of sending packages. Designed by West International, the kiosk allows users to book online at their local convenience store and simply print out the address ticket. The package is then scanned and received. Customers also have the opportunity to make use of the kiosk’s range of other financial services including paying bills and topping up mobile phone credit. The kiosk is scheduled to be installed in up to 1,600 stores across Sweden.

Integral to the kiosk is the TSP800 multi-functional printer from international printer manufacturer Star Micronics. Small and compact, this thermal printer offers a versatile 150mm/second barcode, label, receipt and ticket printer with a unique 104mm print width on paper stock up to 150g/m². Key features of this printer include an automatic scalable raster driver for immediate A4 reduction to virtual A6 on 112mm wide paper with no additional software required.

As Sten Karlsson, Managing Director, West International, states “This kiosk provides users with an efficient and versatile solution for sending packages and paying bills. We selected the TSP800 from Star Micronics for its reliability and versatility as well as its ability to be successfully and easily integrated into a kiosk.”

For more information please tick reader response number 166 at www.kiosk europe.com

More for Less

The COM Express product range from congatec features the latest Intel low-power processors in a small form factor (SFF) BGA package, and is particularly suited for shock-resistant applications.

Depending on the application, the module utilises a range of processors, from the Intel Celeron U3400 processor up to the Intel Core i7-620 LE.

The module features the Mobile Intel HM55 Express Chipset with support for up to 8GBYTE (1066 MT/s) dual channel DDR3 memory.

The integrated graphics controller supports the Intel Flexible Display Interface (FDI) thereby enabling two independent video channels on VGA, LVDS, HDMI, DisplayPort and SDVO interfaces.

Thanks to the use of energy-efficient processors, the type 2 pin-out conga-BS57 provides high performance graphics. Coupled with the additional computing power of the Intel Core i7 processor, the module has been designed to be an ideal solution for low-power, graphics-intensive applications.

The integrated Intel Turbo Boost Technology can overclock a processor core if the second core operates at low capacity. Congatec benchmark tests have shown that it is possible to boost the computational power of a processor core by up to 25%.

To keep power consumption at about the same level as earlier processor generations, the Intel Core i7 processor supports the latest low-power modes. Through the use of the Intel Core C6 state, where the processor status is stored in a dedicated SRAM, the cores can be switched off, reducing power consumption to almost zero.

Five PCI express lanes, eight USB 2.0 ports, three SATA ports, EIDE and one Gigabit Ethernet interface enable flexible system extensions while offering higher data bandwidths. An LPC bus is available for slower expansions, as well as a fan controller and Intel High Definition Audio interface to round off the complete feature set.

For more information please tick reader response number 167 at www.kiosk europe.com
Omnivex, the digital signage software company, has announced that its software is being used to manage photo kiosks located in hotels and tourist attractions. In partnership with Send A Message and Fujifilm’s ‘See Here’, Omnivex is providing the software platform for the touch screen interface and backbone management of the system.

The Send A Message (SAM) kiosk is a multi-purpose digital media kiosk that provides hospitality sites with a powerful tool delivering a range of services, whilst also providing several revenue opportunities. SAM’s easy-to-use personal media workstation allows users to quickly upload photos from their digital cameras, create customised postcards and print them on high quality photo paper. They can also directly access Fujifilm’s ‘See Here’ photo website, enabling them to upload their pictures for online storage, or to create photo gifts that can be ordered directly from the kiosk. Revenue is generated from the kiosk through the sale of on-screen ad space, and by charging users a fee for creating their customised postcards. All of the functionality of the kiosk can be managed remotely through Omnivex’s digital signage software.

“Our digital media photo kiosk enables guests to create unique photo postcards with their personal media in just minutes,” said Kristen Tsitoukis, president & CEO of Send A Message, adding “Omnivex software has enabled us to provide a more all-encompassing system for our customers.”

The system has recently been installed at the Philadelphia Marriott Downtown and the Renaissance Orlando at Sea World. Digisplay brought all of the different aspects of the project together to combine the strengths of each of the companies involved into one unified solution.

“For the success of this system, because it allowed us to incorporate advertising space along with a touch screen interface and the ability to print the postcards,” said Jim McNal, president, Digisplay.

For more information please tick reader response number 168 at www.kiosk.europe.com

Omnivex, the digital signage software company, has announced that its software is being used to manage photo kiosks located in hotels and tourist attractions. In partnership with Send A Message and Fujifilm’s ‘See Here’, Omnivex is providing the software platform for the touch screen interface and backbone management of the system.

The Send A Message (SAM) kiosk is a multi-purpose digital media kiosk that provides hospitality sites with a powerful tool delivering a range of services, whilst also providing several revenue opportunities. SAM’s easy-to-use personal media workstation allows users to quickly upload photos from their digital cameras, create customised postcards and print them on high quality photo paper. They can also directly access Fujifilm’s ‘See Here’ photo website, enabling them to upload their pictures for online storage, or to create photo gifts that can be ordered directly from the kiosk. Revenue is generated from the kiosk through the sale of on-screen ad space, and by charging users a fee for creating their customised postcards. All of the functionality of the kiosk can be managed remotely through Omnivex’s digital signage software.

“Our digital media photo kiosk enables guests to create unique photo postcards with their personal media in just minutes,” said Kristen Tsitoukis, president & CEO of Send A Message, adding “Omnivex software has enabled us to provide a more all-encompassing system for our customers.”

The system has recently been installed at the Philadelphia Marriott Downtown and the Renaissance Orlando at Sea World. Digisplay brought all of the different aspects of the project together to combine the strengths of each of the companies involved into one unified solution.

“For the success of this system, because it allowed us to incorporate advertising space along with a touch screen interface and the ability to print the postcards,” said Jim McNal, president, Digisplay.

For more information please tick reader response number 168 at www.kiosk.europe.com
Waste Not, Want Not

Playing charades and sticking names onto your forehead? If you are using a professional label printer, the labels are often carried by liner – and this liner stays as waste that needs to be disposed of, long after the game is over. And that turns out to be not only a cost factor, but also an encumbrance, as the liner is not recyclable.

Liner-less labels make the life of the charades player easier – no liner, no waste. This is especially important when the label is not applied automatically but manually, as in a retail store. Printing labels without liner saves on waste management and disposal costs.

For the printer manufacturer, however, life gets a lot harder. He has to prevent the liner-less labels from sticking to the printer, especially to the printer platen. Sticking labels are a prime reason for printer failures, and they are difficult and costly to remove.

Dreusicke is providing a solution for kiosk and printer manufacturers. Rollers and platens coated with the anti-adhesive silicone rubber Dregosil 455 solve several problems encountered in the past. This material combines the elasticity and softness needed for a good printed impression when using a thermal print head. Dregosil 455 is anti-adhesive by itself and no extra coating of the rubber is needed. Thus its properties stay constant over its lifespan, which should result in high cost reduction. The anti-adhesive effect is created as a result of the rubber’s chemical formulation. Ingredients such as oils are not used because their anti-adhesive effect disappears over time.

Dreusicke is working closely with OEMs and rubber compounders to develop and test rollers which will be up to the job. A workforce of fifty people is ready to manufacture customised roller assemblies for cash-handling applications, card readers, receipt and label printers, mailroom equipment, and digital printing presses.

The company began production in 1926, and was first certified for quality standard ISO 9001 in 1996.

For more information please tick reader response number 169 at www.kioskeurope.com
Ticket to Ride

The CT-S801 printer, which Citizen Systems Europe have declared is the world’s fastest high resolution thermal PoS printer, is being used in an innovative new ticketing and retail kiosk.

Designed for use in busy retail applications with rapid sales throughput, Newbury Data’s ND4000 Slimline Series kiosks are using the printers, which are capable of running at speeds of 300mm/second for quick and simple receipt issuing.

The new kiosks have been designed to offer fast purchasing and ticket printing in a wide variety of environments. Available as either wall-mounted or free-standing models, the kiosks are compact and boast many features, including a touch screen and a chip and PIN terminal, for fast and versatile self-service, retail ticketing and receipt printing.

The printer also enabled Newbury Data to reduce the number of computer interfaces required to operate the new units, helping to reduce the dimensions still further, while also offering easier integration. For example, by connecting the Citizen printer to the ticket printer using a serial cable, the system would automatically feed the receipt printing job to the Citizen printer, while the other printer produced the tickets.

The printers have been built for a long operating life, with a two million cycle cutter, robust thermoplastic case and all-metal internal mechanism, which should enable them to withstand prolonged use without the risk of damage or malfunction.

The printer’s mechanisms have been designed to be quick change and trouble-free, in order to minimise downtime and boost productivity and profitability. Paper rolls are quick to replace and long life thermal heads and cutter units snap in easily, eliminating the need for tools or the services of a technician. In the event of a paper jam, the integrated self-retracting cutters can be automatically reset by unlocking the paper cover lever.

For more information please tick reader response number 170 at www.kioskeurope.com

BETTER. SMARTER. FASTER.

Customers all over the world turn to JCM Global to help them turn problems into solutions. They tell us it’s because JCM Global creates solutions that help them to be better, smarter and faster than ever, and with products like our award winning UBA®, iCB®, TBV™, Vega™ and the new iVIZION®, we humbly agree.

jcmglobal.com
US: 800-683-7248
EU: +49-211-5306-4550
Inner Strength

Fujitsu Components has been manufacturing thermal print mechanisms for more than 20 years. Through continued research the company has endeavoured to develop new printers that are adapted to the requirements of the market.

The company is now presenting its latest thermal printer development; the FTP-62D thermal print mechanism. This printer has been designed from a customer’s perspective, and developers believe it shows remarkable capabilities.

The printer is an evolution of the FTP-628 printer family and was developed in response to market demand for a space saving printer.

The print mechanism is designed to accommodate paper rolls partially inside the printer module, allowing small and compact designs. The company states that the inclusion of the paper roll can save up to 8mm in height compared to a conventional printer design, without compromising on functionality.

The printer supports high speed printing up to 100mm/s at 9.3V and is capable of handling large paper rolls in a minimum possible space. It has a size of 69.4mm wide x 46mm deep x 19mm high and weighs not more than 37g.

The head pressure is controlled by a new spring design, which combines several functions, including stable head pressure, earthing of the thermal head, which prevents damage due to ESD, and low mounting height. It offers a printing life of minimum 100 million pulses, or 50km, and has label printing capabilities.

Soft Landings

By Stephanie Kropkowski, Director of Marketing and Sales, KioWare

Kiosk software secures your kiosk browser, displaying your application full screen and restricting user access from the OS, desktop and browser. These are key features of kiosk software, but what are the benefits?

It’s often assumed that these key features are programmed directly into the application. Sometimes the features are programmed in, but at an additional cost. And if there is a bug, it affects the entire application.

Making changes to the app or switching app providers becomes difficult, time-consuming and expensive. Sometimes the features are not programmed in at all. However, if separate kiosk software is used, making those changes as well as tracking your kiosk’s health and usage can become more straightforward.

When you consider that the purpose of a kiosk is to reduce the workload on your staff, a kiosk that isn’t secured from hacking is more trouble than it’s worth. Having the settings changed and the screen set to the wrong page can be disastrous for the user. Kiosk software takes care of this, locking down the system and returning to the start page after every use.

In many kiosk deployments, it is important to know an individual kiosk’s health and whether there are any current problems. Kiosk software uses a system that sends regular messages to a centralised server with performance statistics. The arrival of the message indicates that the software is running on the kiosk, and the performance statistics indicate the kiosk’s current health.

The software also actively monitors specified equipment, such as printers, and when an anomaly is noticed, such as low paper levels, a message is sent to the server and notification emails are also sent.

Kiosk software that tracks the pages users visit, both for an individual kiosk and all of the kiosks in a project, can be very helpful. KioWare has the capability to take usage statistics one step beyond standard web traffic reporting programs. Since the software doesn’t display information contained in the HTML title tags, URL data and also title tag data are logged. This enables the application to be designed so that readable log information is stored. Rather than an incomprehensible URL, a straightforward description of the page can be stored in the title tag.

Reviewing this data helps in measuring the success of the project as well as formulating application changes to make it even more successful.
JCM Global has introduced its new UBA Recycler with anti-stringing technology, proven note acceptance and a lockable removable cashbox. It also has two large-capacity chambers with roller friction technology (RFT), which hold recycled notes for instant payouts. The removable recycling box has two chambers to recycle notes of two denominations. Each can hold up to 100 notes. It uses RFT to recycle banknotes, which enables the recycle box to be removed from the frame for easy maintenance and service. It also recycles as many as 200 banknotes (100 per denomination), enables manual refill of banknotes directly into the recycle box, and allows banknotes in the recycle box to be collected manually, or dumped into the cash box via a protocol command.

The recycler checks the denomination before payout, so if a wrong denomination is mixed in a bundle of manually refilled banknotes, this is detected and transported into the cash box instead of being dispensed to the customer. The validation sensor package also sorts the inserted banknotes based on their condition, and any banknotes not suitable for recycling are stacked into the cash box.

The company is intending to introduce a successor to the UBA, iPro, with 50% faster note-to-note speed and state-of-the-art sensor technology with 7 wavelengths of optical sensors. The iPro head unit will be designed to be fully compatible with UBA, and available as a head unit of the UBA Recycler later this year.

The UBA Recycler is equipped with anti-pullback mechanism, one of the industry’s most secure mechanisms against stringing. ID-003 protocol encryption is also available. JCM states that the UBA Recycler is a very secure product for any self-service application. The recycler can be mounted on a standard plastic bezel or on a metal bezel, adding security against vandalism and a touch of elegance to the machine.

For more information please tick reader response number 173 at www.kiosk-europe.com.
Clouding the Issue

CeBIT 2011, March 1st - 5th, 2011, in Hannover, Germany, has announced “Work and Life with the Cloud” as its keynote theme. Currently no other IT topic is as hotly debated as this major IT growth market, and leading experts expect the cloud to assert itself across the board in the coming years.

Visitors at CeBIT will gain a comprehensive overview of cloud applications and services already on the market while experiencing best-practice examples from industry as presented at numerous exhibits and forums.

“Cloud computing is gathering speed and is well on its way to revolutionizing the entire IT sector. Providers of IT solutions and services are challenged to revise their business models and take advantage of the enormous potential offered by Cloud computing,” commented Ernst Raue, Member of the Board at Deutsche Messe, the organiser of event.

Cloud computing is becoming increasingly important for all IT-based industries, and at CeBIT Lab, the latest research into all areas of ICT will be showcased. Organisers promise to provide an interface between ideas and commercial application. Hot research topics this year include 3D technology, Web 3.0 and green IT.

Talking Shop

Energy conservation and green issues will be at the forefront at EuroShop 2011, which takes place in Düsseldorf from the 2nd February until the 2nd March. The total investment in new construction and renovations of retail stores in 2009 was 6.04 billion euros, roughly one billion euros higher than in the reference year, 2006. This is communicated in the first excerpts from the EHI Retail Institute’s ‘Ladenmonitor 2011+’, published in September 2010. The special focus is on investments in modern environmental technology with energy-saving benefits, predominantly energy-efficient lighting systems, as well as cooling devices with significantly improved energetic characteristics in the food sector – areas in which the highest savings potential is expected.

EuroShop 2011 exhibitors confirm this trend: “Intelligent use of energy is a mega-topic that will be in the forefront for trade throughout the next decade due to statutory provisions and increasing electricity prices,” predicts Andrea Kleppe, Marketing Communications Director Lighting for GAS and Phillips Area Marketing Office.

Sonja Scheidl, responsible for marketing at Umdasch Shop Concept GmbH, has considered future trends in shopfitting: “Multimedia walls, interactive shop windows, changing atmospheric pictures through LEDs… these are all topics for the future. Large-scale projection onto facades and other large areas opens the door to new possibilities.” Scheidl also predicts that those people who are open to exploring new things will succeed: “In the future other large areas opens the door to new possibilities.”

Joined-up Thinking

New solution scenarios that automate and combine banking and retail cash cycles comprehensively for the first time will be in the spotlight at Wincor World 2011, in Paderborn on January 25th to 27th. IT decision-makers from around the world have been invited to enter into a dialogue on IT solutions that optimise the processes and workflows in place in retail bank branches and retail stores.

With an enhanced portfolio of Cash Cycle Management solutions, Wincor Nixdorf will be presenting itself as an end-to-end supplier for the design of cash processes. Other highlights at the fair will include software which supports the multichannel strategies of retail banks, and the issue of security.

In its retail exhibit, solutions for retail scenarios ranging from the store to head office will be showcased. These include Cash Cycle Management solutions, based on a closed cash cycle in the store, which make it possible to reduce cash handling costs. A newly developed modular platform for reverse vending solutions will also be presented for the first time at the show.

The Retail Software Suite represents the overall link between the store and head office. Through it, the company supports the retail sector with end-to-end POS applications for the store and for the various channels outside the traditional store environment, such as home delivery. The company will also present a standardised link to SAP and segment-specific SAP templates.
KIOSK EUROPE
SELF-SERVICE TERMINALS, TECHNOLOGIES AND SOLUTIONS

EXPO 2011
24, 25, 26 May 2011 | Messe Essen | Essen | Germany

WHERE SERIOUS BUYERS GO FOR SELF-SERVICE SOLUTIONS!

BOOK NOW to secure your place at 2011’s largest self-service event.

ALREADY OVER 80% BOOKED!

“We had many times more visitors to our booth than at other exhibitions, and it seems that they were exactly from our target market... we have booked our stand for 2011 without hesitation.”
Lauri Põldre, 3D Technologies

Call our sales team on +44 (0)1223 350 515 for more information, or see www.kioskeurope-expo.com

FIFTH ANNIVERSARY EVENT!

CO-LOCATED WITH EUROPE’S LARGEST DIGITAL SIGNAGE EVENT