

Remote Kiosk Monitoring



ARINC Managed Services Remote Monitoring for MVA Kiosks

Counting on a customer to report a kiosk paper outage or a problem? That's no way to manage your self-service kiosks, but dedicated, on-site kiosk monitoring isn't always feasible either.

That's why ARINC Managed Services (AMS) has launched a new service offering remote monitoring and troubleshooting of Motor Vehicle Administration (MVA) kiosks. AMS Remote Kiosk Monitoring provides fast, transparent detection and resolution of kiosk issues without intervention by on-site maintenance personnel – optimizing kiosk uptime and reducing support costs.

Direct connectivity = Fast resolution

AMS Remote Kiosk Monitoring is a direct connection between kiosk alerting software and AMS' monitoring systems, providing MVAs and their customers with maximum kiosk availability. When an issue occurs, AMS immediately begins remote diagnostics,

troubleshooting and, if necessary, dispatches a technician – all without troubling you and your customers.



Success with AMS Remote Kiosk Manager

For one customer, the number of trouble tickets reported dropped 65% since they started using AMS Remote Kiosk Manager. And the number of issues resolved without the need to dispatch a technician more than doubled.



Flexible and Adaptable

AMS can monitor MVA kiosks that support a wide variety of transaction types, including cash, credit card and check-based transactions. This gives customers the flexibility they need when using a self-service kiosk.

Remote Monitoring Lowers Costs and Reduces Downtime

The AMS Remote Kiosk Monitoring solution for MVAs is integrated into our proven service model. Like everything we do, our monitoring services are built on ITIL best practices and delivered by service personnel and field technicians who are the finest in the business. With AMS as your partner, you can count on more uptime, lower costs and worry-free kiosk operation.



Features:

- ▶ **ITIL best practices to ensure comprehensive service maintenance**
- ▶ **Proactive alarm management to repair issues before they become a problem**
- ▶ **Trend analysis from service desk report monitoring to maximize network efficiency**
- ▶ **Remote dispatch of technicians to replace/repair and perform preventative maintenance on hardware when necessary to minimize downtime**
- ▶ **Health check routines to ensure optimization of the network**
- ▶ **Software release and update management done remotely saves money by not requiring a technician to be dispatched**

Learn more at arincmanagementservices.com

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