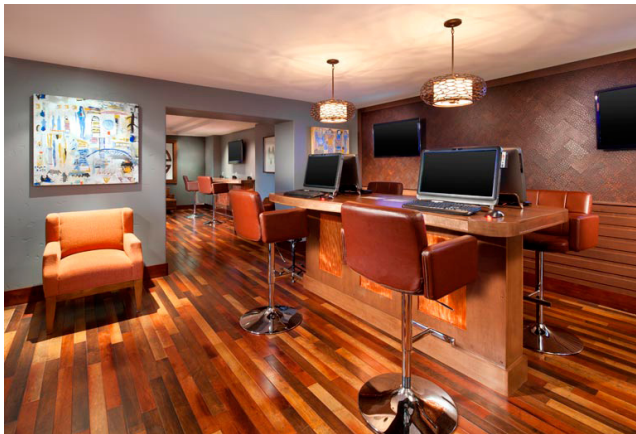CASE STUDY

Kiosks Enhance the Guest Experience

PROVISIO's SiteKiosk software is driving hotel kiosk projects in Spain, Latina America and around the world.

By Richard Slawsky | Contributing writer,
Kiosk Marketplace and Digital Signage Today

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The Players

With offices in the United States and Europe, **PROVISIO** is a market-leading software development company providing turnkey secure kiosk, digital signage software and remote management solutions. PROVISIO's SiteKiosk software has become the most commonly used secure kiosk software for public computers worldwide.

GrupoInfo24 S.L., also known as GI24, is a Madrid-based information technology company specializing in providing consulting services for the kiosk industry. The company provides SiteKiosk software and consulting services and other related products including project management, training and hardware solutions. GI24 is also the leader of the GrupoInfo24 consortium, a group of companies operating in a variety of IT and related industries.

The Challenge

Sheraton Hotels and Resorts is the flagship brand of Stamford, Connecticut-based Starwood Hotels and Resorts Worldwide. There are more than 400 Sheraton Hotels around the world, employing more than 145,000 people.

As part of Sheraton's efforts to deliver an unparalleled experience for their guests, the company has been deploying self-service kiosks at its hotels. The kiosks would allow guests to access the Internet to retrieve their email, book their flights, and print their boarding cards along with many other services available via Internet either for work or leisure.

For its hotels in Spain and Latin America, Sheraton tapped technology provider GrupoInfo24 S.L. to configure and deploy the kiosks.

With such a large client, it was critical for GI24 to outfit those kiosks with software that would provide security for use with applications such as online banking, protect guests' personal information and make it easy to use permitted applications while at the same time preventing users from manipulating the operating system and/or accessing inappropriate content.

The Solution

To accomplish that task, GI24 chose SiteKiosk software from PROVISIO.

"We began working with PROVISIO in 2002, starting with the local hospitality industry in Spain and later expanding to similar services in airports, universities, banks and many other industries," said GI24 CEO Jaime González. "We eventually began to collaborate closely with PROVISIO helping to maintain the Spanish versions of the software, configuring it for local devices and customizing it for the Spanish and Latin America market."

SiteKiosk allows computer administrators to securely present Web-based content such as HTML, Flash and videos on kiosks, restricting access to the operating system, system settings, files, folders and applications. The kiosk is protected against unwanted manipulation from bootup to shutdown.

SiteKiosk along with PROVISIO's SiteRemote software enables administrators to manage machines remotely, allowing them to view the status of terminals, update content and perform maintenance operations from a central workstation. In addition, the software provides a number of customizable reports for analytics, including usage statistics and hardware status. SiteRemote is available in either a cloud-based or server-based version.

The software is compatible with Windows 10, and includes browser engines based on either Internet Explorer or Chrome.

"SiteKiosk runs on a variety of kiosks throughout the hotels, including attractive wooden kiosks or other designs, countertop devices and desktop computers in a variety of 'Internet corner' areas," González said. "And because SiteKiosk can run on Android, there is the capability to incorporate tablets and other handheld devices into the mix."

The Results

Presently, most of the Sheraton hotels in Spain and several other countries in Europe along with Colombia, Argentina, Ecuador, Costa Rica and Uruguay have already adopted SiteKiosk to power their public access kiosks and computers. The project is potentially open to all the other hotels around the world as well.

"The results are very good in light of what each individual hotel is reporting and based on what the guests report to them," González said. "SiteKiosk is the most reliable solution we've found to secure terminals, provide great service to guests and function well without a great deal of effort."

By incorporating SiteRemote, IT staff are able to perform maintenance, check on individual kiosks and obtain statistics and reports.

In fact, González said, feedback from hotels that have already deployed kiosks driven by SiteKiosk is prompting hotels without the solution to request it, continuing to drive the growth of the project.

"Sheraton offers this service as a courtesy, but it still must be an excellent service that matches the brand's image," González said. "This is possible thanks to the reliability and robustness of the software."

About the sponsor:

With offices in the United States and Europe, PROVISIO is a market-leading software development company providing turnkey secure kiosk, digital signage software and remote management solutions. PROVISIO products are marketed in more than 50 countries.