CASE STUDY

PROVISIO provides platform for customization of cost-effective solutions

The software company helped one touchscreen provider win business by tailoring products to its customers.

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INTOUCH Interactive is an innovative touchscreen technology provider of high-end design projects for kiosk, touchscreen and digital media solutions. Its total-user-experience solutions aim to enhance interaction, streamline digital merchandising, improve HR efficiency and support communication-services delivery.

The Challenge

When INTOUCH Interactive first realized a need for a secure, flexible kiosk solution for its projects, the company turned to kiosk-software-solution provider PROVISIO.

"Everything before this was either custom or case-by-case in terms of third-party applications we might employ," said Joe Bushey, INTOUCH Interactive's president and chief executive. "We tried a particular company's product, for example, and it proved to have issues with such things as not hiding the mouse cursor, PC hardware compatibility, etc. They also had a monthly pricing model, versus the PROVISIO program's very affordable one-time, expense-per-client license."

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The Solution

PROVISIO's browser-based SiteKiosk solution was exactly what INTOUCH Interactive was looking for, since the secure-browser software can be used as a development platform. All visible components of the SiteKiosk browser's user interface are based on open-source scripting languages such as JavaScript, XML and HTML. Since these languages are standardized, INTOUCH is able to adjust the software to fit the individual kiosk-interface requirements of customers.

To ensure safety and security of terminals, the SiteKiosk software offers several critical features and has a wide range of additional functions that allow customization of the kiosk application to suit individual business' requirements. Other features include easy configuration, a secured browser, customization options, a multiple-language user interface, remote maintenance and administration and a SiteKiosk Object Model.

The object model is a proprietary feature that gives developers the opportunity to expand the regular set of JavaScript commands by utilizing SiteKiosk-specific objects, methods, events and properties, making it possible to completely reprogram the software.

"Without a lot of development effort, PROVISIO's Object Model gives you a really easy way to interact with devices without spending time doing it from scratch," Bushey said. "Since there are always unique requirements for every project, SiteKiosk gave us the flexibility to modify and accommodate specific client needs, or our internal needs for flexibility. To date, we've been able to accommodate every scenario with the SiteKiosk software that provides regardless of custom requirements."

One of INTOUCH's clients, Uniguest, is an organization that provides Internet-related guest services to the travel and hospitality industries. When Uniguest needed custom browsers with several unique requirements for hotel properties, INTOUCH was able to create the complete interface with the functionality the customer needed using SiteKiosk.

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> —JOE BUSHEY, PRESIDENT AND CEO, INTOUCH INTERACTIVE

"SiteKiosk is always easy to customize, and the more we get to know the product, the more we've been able to utilize their Object Model feature to do more complex things," Bushey said. "It really comes down to us being able to take the smallest request and very quickly change the functionality of the product to suit a customer's needs."

The Result

After INTOUCH began working with SiteKiosk, the company very quickly became PROVISIO's top customization partner.

SiteKiosk helps INTOUCH deliver a more cost-effective solution to its clients and also helps the company win business by reducing the time it takes for the company to bring a product to its customers. INTOUCH has yet to meet a situation where SiteKiosk hasn't met the needs of its clients from a customization standpoint.

"PROVISIO and SiteKiosk have been our solution to the point where we're not even considering using something else," Bushey said. "Our clients have been satisfied with the product, it secures the environment, and it eases our development time and the effort that goes into a project."

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