Deciphering the Meaning of Automated Self-Service Kiosk Solutions…

• **Process Automation**
  Integration of existing enterprise processes through the use of software services and minimization of human intervention to create end-to-end process flows.

• **Self-Service**
  The practice of serving oneself by empowering users to perform guided tasks to obtain products and services they desire.

• **Kiosk**
  Booths with an open windows side, usually for the purpose of supplying a product or service.
So, if we Add the Three Together…

Process Automation
+ Self-Service
+ Kiosk

Custom design computer stations with special hardware devices that provide services for customers that are traditionally offered by human agents.
Self-Service Kiosks Are Among Us In Our Everyday Life!!

- **Bank ATM**
  - Banking Services

- **Gas Station Pumps**
  - Purchase Gas

- **Ticketing Machine**
  - Buy subway & bus tickets

- **Airline Check-In Kiosks**
  - Check in for our flights
Process Automation Advantages

- **Minimize Errors** by providing consistent guided processes for customer & staffs
- **Provide New & Advanced Services** through guided processes
- **Increase Data & IT Infrastructure Efficiency**, data will be placed at the right place from the start
- **Improve Data Security & Accountability**
Self-Service Kiosk Solution Advantages

- Extend Service Availability to 24/7 with existing human resources
- Free up Human Staffs to provides services for special & difficult scenarios
- Reduce Customer Wait time, Eliminate Line Up & Shorten Transaction Time
- Expand Service Capacity with multiple kiosk terminals
- Increase Transactions
- Create New Service Channels & Service Offerings
- Increase Efficiency & Productivity
Wednesday Automation Inc.

- Provide process automation solutions for client facing scenarios
- Specialize in self-service strategies, using custom software & highly reliable kiosk terminals
- Deliver practical, robust & innovative custom self-service solutions
- Design innovative, practical and cost effective process automation strategies using intuitive self-service technologies to achieve:
  - Higher Efficiency
  - Greater Service Capability
  - Consistence Service Quality
Wednesday Automation
Product & Services

- Process Automation Strategies & Consultancy
- Complete Software-Hardware Self-Service Kiosk Solutions
- Kiosk system management and maintenance services
- Self-Service Kiosk Solution Offerings:
  - Hotel Check-In/Check-Out Kiosk
  - Casino Guest Services Kiosk
  - Visitor Registration Security Kiosk
  - Information Display Station
  - HR & Admin Portal
Hotel Check-In/Check-Out Kiosk

- **Seamless Transition From Lobby to Room** – Reducing lobby congestion
- **Multi Language User Interface** – Making guests feel more welcome

**Check-In**
- Make Room Selection
- Enter Payment Information
- Enter guest Reward Program Data
- Receive Room Key at Kiosk

**Check-Out**
- Review Folio, Billing & Payment Information
- Make Payments & Dispense Receipt

**Guest Services**
- Hotel Facility Information Center
- Facility Booking & Reservation
- Travelers Information Center
- Dispense City Map, Tour Guide, Traveler Tips
Casino/Resort Guest Services Kiosk

- Provide Readily Available Guest Services for Guests
- Multi Language User Interface – Making guests feel more welcome
- Prolong Guests’ Stay at Casino & Increase Guests Satisfaction
- Frequent Player Reward Program Services
  - Enrollment
  - Card Distribution
  - Account Review
  - Point & Reward Redemption
- Additional Guest Services
  - Promote special events & facilities (restaurants, spa, shops)
  - Make Restaurant Reservations and showcase menus
  - Purchase Tickets for Special Events
  - Dispense vouchers, comp coupons and receipts
Visitor Registration Security Kiosk

- Provide Heighten Security Measures for Private & Government Facilities

- Verify Identity of Visitor Using Government Issued ID

- Restrict Time Specific Access to Building with Pre-Approved Visitor List

- Dispense Photo Visitor ID Badges with Detailed Information

- Free Up Security Staffs to Concentrate on Higher Security Priorities
Information Display Stations

• Interactive Information Display Environment

• Enhance Marketing & Promotion Effectiveness
  – with videos & user friendly interfaces

• Space Saving, Attractive, & Attention Grabbing Information Display Stations

• Easy & Direct Access to Specific Information

• Reduce Cost in Content Managements
Admin & HR Portal

• **Provide Staffs with Readily Available Portals** to Administration & HR services

• **Increase Accessibility to Services & Trainings** for employees without offices or assigned computers

• **Maximize Economy & Benefits of IT Spending** with shared kiosk terminals

• **Efficient Content & Employee Service Management**

• **Essential Part of the Overall Business Process Automation Strategy**
The Next Step….The Future….

- **Mobile & Wireless Self-Service Kiosk Solutions**
- **Shared Services Kiosks**
  - Multiple Vendors, Multiple Solutions On One Kiosk
- **Retail Kiosks for Electronic Goods**
  - Music, E-Books, E-Services, Mobile Phone Software, Ring tones
- **Virtual Kiosk Real-Estate Rental & Management**
- **Endless… Just imagine and we’ll figure out a way to make it real!!**