CASE STUDY

A reliable retouch

PROVISIO's software solutions give photo company increased security and remote access

By Patrick Avery,
contributing writer

The background

PROVISIO LLC is a kiosk software provider, with applications designed to secure important information and data and allow manufacturers remote access to deployed machines. DNP Photo Imaging America Corp. is a provider of digital-imaging solutions, most notably photo kiosks and digital mini-labs.

The challenge

Founded in 1992, DNP Photo Imaging America (originally Pixel Magic Imaging) is one of the largest providers of digital imaging solutions for photo retailers. Its customers include mass retailers, grocery stores and photo speciality retailers. With such a large and diverse customer base, DNP often has dealt with kiosk security headaches. In addition, the lack of remote kiosk management often led to higher service and maintenance costs.

DNP sought a software solution that would keep users from compromising important kiosk data and functions, and a remote management application, allowing DNP to fix errors and provide updates from a single location.

The solution

To obtain a comprehensive software solution, DNP enlisted the help of PROVISIO. PROVISIO's SiteKiosk software and SiteRemote monitoring and management solution provide a complete software package for kiosk manufacturers and users.

DNP offers a range of customer-facing kiosks, including the iStation (pictured here), that allow customers to print their digital photos on demand.

"It's an out-of-the-box software that opens up a lot of possibilities," PROVISIO CEO Heinz Horstmann said.

SiteKiosk monitors and protects the operating system against manipulation by computer vandalism and hacking; secures system drives, folders and files from unauthorized access; protects the terminal against most viruses, trojans and destructive scripts; deactivates undesired function keys and critical key combinations; and deletes user data at the end of each session.

Also, SiteRemote monitors, manages and configures kiosk terminals from a remote location. The software provides near-constant communication between a SiteKiosk terminal and a SiteRemote server, even from behind firewalls. A terminal will establish a connection to the server at certain intervals and compare its data with data stored on the server. While doing so, the terminal informs the server about its current status and receives new jobs from the server.

The result

The combination of the two PROVISIO software packages allowed DNP to better secure its kiosks and monitor those machines from a remote location.

"It's made our life easier," said David Oles of DNP Photo Imaging. "SiteKiosk provides robust security and management features. It makes kiosk solutions easier to deploy."

The implementation of SiteKiosk has reduced the number of photo kiosk and mini-lab system failures as well as reduced service and maintenance costs. In addition, SiteRemote's capabilities make it easier to deploy software updates and to monitor the kiosk's performance, including revenue performance.

DNP also offers behind-the-counter solutions including the NexLab (pictured here).