

Financial Institution uses STSL's Self-Service Kiosk

CHALLENGE:

Secure Technology Solutions Ltd aimed to create a self-service solution for commercial organizations with objectives linked to:

- Improved staff & visitor experience
- Reduced reception administration and queues for lost/forgotten ID cards
- Enhanced Time and Allocation of resources used to manage ID cards

SOLUTION:

Secure Technology Solutions Ltd deployed a self-service kiosk in a top 6 International Bank HQ in London. The deployment included a kiosk for independent staff authentication and temporary ID card delivery.

A custom integration to the customer's LDAP to allow user authentication was developed with added integration to the access control system to deactivate forgotten cards and transfer all clearance level allocations to the temporary card.

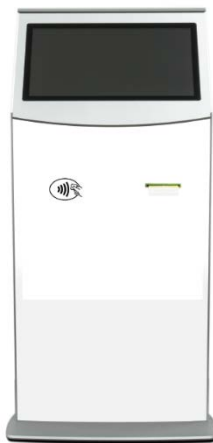
BENEFITS:

- Staff check-In time reduced by 20mins
- Return on Investment improvements to the bottom line financials
- User satisfaction has risen substantially, consistently well over 90%



Revolutionizing the Staff Experience

The STSL self-service kiosk is a self-service solution created to promote process efficiencies and profitability improvements surrounding staff & visitor check-in and ID card management. Further, it facilitates the sharing of staff & visitor data with internal security access control systems for efficient and secure personnel information exchange.



The STSL solution is deployed and equipped with:

- A Touchscreen to present an intuitive user interface
- Built in ID card dispenser.
- Options available for Image Capture, Biometric enrolment, ID card printing, Document Scanning and Site Inductions

The STSL solution met with all interoperability standards and integrated with back-end information systems and the customer's access control system.

Staff username & password data is presented for authentication, allowing staff to be quickly processed and temporary ID cards dispensed. Terms & Conditions for entering the site must also be acknowledged.

STSL's solution is unique in that it can be leveraged across multiple locations and provides a secure encrypted seamless exchange of data across internal systems, that meet all the technical requirements dictated by the financial services IT InfoSec team including the bank's own forensic IT pen test.

Benefits for the Customer

STSL's comprehensive self-service kiosk platform allows reception staff to reallocate their time & resources whilst improving the delivery experience of ID cards to staff & visitors.

STSL's solution provides our customer with:

- Improved reception management.
- Real-time staff authentication at check-in to provide an efficient delivery of a temporary cards.
- Enhanced staff management as staff can obtain temporary cards in a quick and efficient process. Staff able to get to their desks and start work sooner



Benefits for the Staff

Staff should not have to be frustrated over the complications and administration associated with issuing temporary ID cards. Their focus should be on their work and overall wellness.

Staff no longer need to repeatedly queue at reception and wait for admittance. The time it takes to gain access to their workplace drops dramatically and staff satisfaction increases when the admissions process is streamlined.

STSL's solution offers staff a streamlined and simple check-in process.

Post Deployment Results

Enhanced staff & visitor experience

- Visitors are no longer queuing with staff to obtain reception services.
- Staff can gain access to the office and get on with their work in a timely manner.

Significantly improved Return on Investment

- Staff check-in times have been reduced by 90% - from 22 minutes on average down to 2 minutes. Staff adoption rates have been very favorable, with user satisfaction well over 90%.
- Bottom line savings from combined reduction in reception costs and consumables is upwards of £50,000 per year per kiosk.

For more information contact us:

Secure Technology Solutions Ltd.

Tel : 0333 210 6000,

Email : sales@stsl.co.uk