MULTI-SERVICE DIGITAL KIOSK

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GambetaNews.com is a platform that inspires the development of Africa's Infrastructure by reporting on the activities that are shaping the continent's future. They also have a quarterly magazine, **"AfriStructure Magazine"** that showcases good infrastructural development case studies from all around the continent.

Readers enjoy contents on the website, social media and via emails;

CHALLENGES

Gambeta News attends conferences and exhibitions across the African continent and meets millions of people at these events. However, they have a growing need to engage visitors who want to interact with their brand at these exhibitions.

SOLUTIONS

Burnsley in collaboration with **Speckeye Technology** have developed a solution (Multi-Service Digital Kiosk) composed of different devices that help to automate processes such as the payment for the magazines, newsletter subscription and identification of customers in a self-service mode.

When the customer provides an ID card, the device will detect the type of ID card and automatically extract data into an online contract form. The contract is generated with copies of the ID card and a digital signature can be captured through the touch screen of the Multi-Service Digital Kiosk. The final contract is then printed for the customer.

All data is transmitted to the back-office system via an Ethernet or wireless connection integrated with the device. The following technologies were utilised in this process;

- Full HD Industrial LCD-panel with backlight LED
- Capacitive 10-finger Multi-touch
- Intel i5 processor, 8G RAM, 500G SSD
- Fanless operation, no moving parts
- Complete out of the box working X86 architecture
- Digital platform for serving ads and notification
- Terminal Payment
- Thermal Printer
- Identification Device
- UPS uninterrupted power protection
- Integrated software monitoring

BENEFITS

Time and cost saving through an automated process of identification, thereby, reducing the overall transaction time spent by each customer. The Digital Kiosk also provides a better and more reliable data collection system.

Maroc Telecom, the main telecommunication company in Morocco currently uses the Digital Kiosk to drive engagement and customer service fulfilment.

ABOUT BURNSLEY

Burnsley in collaboration with Speckeye Technology is championing this new opportunity in the digital era with a vision for Africa.

Burnsley is an international technology consultant for West Africa's giant economy – Nigeria that provides expert specialized services for the digitalisation of processes. This is not limited to products, services, and manufacturing processes, but also includes the digitalisation of entire business processes.

GAMBETA GROUPE