

HxGN Remote Mx: Hexagon's turnkey solution for the self-service boom

A paradigm shift in managing, monitoring and maintaining kiosks

For today's consumer, self-service is the new customer service. Consumers are increasingly reliant upon self-service options and prefer this method of service for everything from shopping and travel to healthcare and finance. In fact, according to a study from the Harvard Business Review, 81% of consumers attempt to do business through self-service methods before reaching out to a live representative.

Furthermore, technology and pandemic-related circumstances have made self-service options, such as kiosks, a part of the operational fabric of businesses across all industry types, including educational institutions, event venues, healthcare facilities, shopping malls, libraries and more. This shift gives organizations the benefit of up to a 70% reduction in calls, chat and/or email inquiries, according to Gartner research.

This exponential growth of interactive, self-service devices has led technology providers to innovate with web-hosted applications that operate on low-compute-power devices.

Challenges of offering self-service devices

The rapid growth of self-service devices across all industries has also raised consumer expectations of their availability. Consequently, this growth further challenges organizations to provide additional resources to procure, manage, monitor and maintain these devices.

The licensing costs, technology refresh cycles, frequent software updates and geographical spread of self-service devices can be both challenging and costly. As a result, organizations are often burdened with devices that display outdated content or are out of service.

To ensure kiosks and other self-service devices provide benefits to organizations rather than hinder them, system administrators should invest in built-in, agile technology that offers reliable, low-maintenance and easily configured workflows.

A single solution to remotely manage your devices

HxGN Remote Mx, Hexagon's turnkey solution as a service, addresses these performance-impacting challenges that come with managing and maintaining kiosks and other self-service devices. By delivering a compiled image installed on these devices, Remote Mx serves as a mobile device management, web browser and video-looping solution across all industries.

This solution empowers administrators with remote management and control of the devices, including installation and configuration of hardware and services.

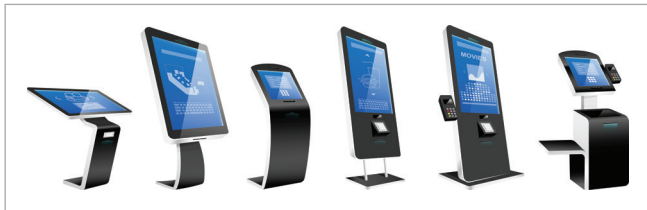


Figure 1: HxGN Remote Mx serves as a single, consolidated solution to remotely manage devices across all industries and functions.

As part of this service, HxGN Remote Mx equips organizations with the following functions:

- Remote hardware enablement and support
- Remote evaluation and installation patches and updates
- Installation of additional applications and services on devices
- Remote monitoring and troubleshooting of devices as needed
- Creation of service requests
- Input of configuration and installation change requests through online channels
- Implementation of critical changes to one, some or all kiosks in a relatively short period of time
- Push of software updates
- Monitoring of network connectivity and internet connection
- Enablement of URL restrictions (blacklist/whitelist) that can be accessed from kiosks



Figure 2: As self-service devices, such as these displayed at airports, grow in number, so does the need to implement technology that helps organizations better manage, monitor and maintain them.

Key benefits

- Leverage a single, consolidated management platform to serve as a source of truth for devices
- Quickly deploy OS image on every self-service device
- Lessen or eliminate OS licensing costs
- Reduce staffing and training resources needed to manage, patch and update devices
- Easily refresh device software and displays to keep information current
- Quickly implement configuration or services changes for all devices
- Group devices based on certain criteria such as geography, location and environment
- Reduce cost by adding new lease of life to aging devices, which may otherwise be nearing EOL
- Actively monitor and manage the health of devices, reduced service requests

For additional information, contact Hexagon IT Services at **833-730-2008** or **ITservices@hexagon.com**.

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