



IBM NetCDS – Delivering Web Applications at the Kiosk

IBM NetCDS is a comprehensive software product that allows kiosks to run existing web applications. It provides a kiosk web browser with the features needed for reliable and secure self-service offerings. There is no need to change the overall web interaction already familiar to many users. No modifications are required to the website. You quickly move the application from the web environment to the kiosk.

A kiosk running IBM NetCDS can be used to display public or private web information, special or customized web applications, or any other content that can traditionally be presented in a browser window. IBM NetCDS secures the browser display by controlling URL access, managing and redirecting popup windows, monitoring user prompts and timeouts and controlling the entire screen at all times.

For more than three years, IBM NetCDS has been helping companies turn existing web applications into secure kiosk applications. It has been used in a number of industries including travel, retail, finance and government.

IBM NetCDS builds on the IBM Common Use Self Service (CUSS) kiosk middleware to provide web content support. When combined with IBM Kiosk Manager (KM), IBM's kiosk network management tool, the products create an end-to-end solution for delivering web applications on self-service kiosks.

The business benefits are numerous. In an unattended kiosk environment, IBM NetCDS hides the operating system from the customer. IBM NetCDS allows you to provide any number of websites to your kiosk customers in a secure and controlled manner. These can be your own business websites or third party sites that you wish to leverage at your own kiosk.

IBM NetCDS in action



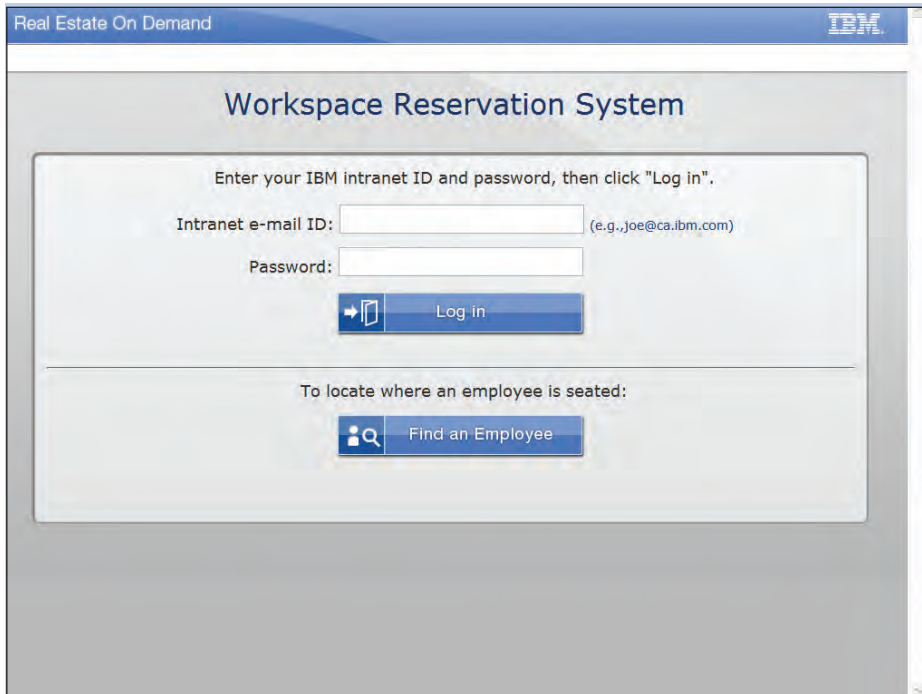
Calgary Health Region e-People® Employee Kiosk

Calgary Health Region e-People®

The Calgary Health Region (CHR) had a problem with their Human Resources delivery. The process was manual and limited to business hours. It took days for requests to be completed and employees felt like they did not have access to their own information. CHR decided to transform their Human Resources delivery and access using an electronic medium.

Calgary Health Region, in partnership with IBM, developed a self-service solution for their HR delivery problem. They placed 100 kiosks running IBM NetCDS in 88 locations throughout the region. These locations included hospitals, health centres and community care sites.

Today, IBM NetCDS provides employees with secure access anywhere at anytime. They can view or update their own personal employment and human resource information online 24 hours a day.



Real Estate Site Operations (RESO)

As of July 2007, going to the office has had an entirely new meaning for the workers of IBM's banking, insurance, government and innovation centre teams in downtown Toronto. No longer do employees call a small cubicle, personalized by a name plate and a few family photographs, their home-away-from-home. Instead, these workers use a touch screen on an IBM kiosk running IBM NetCDS to see which of 312 workstations are available that day.

Welcome to the non-territorial office. It's one innovative way design is changing to increase productivity, collaboration, and boost the bottom line. Jim Brodie, IBM Canada's

Toronto-based program manager of national mobility, made this discovery when faced with the task of reassigning 250 IBM workers into the downtown spaces, which on paper were nearing full capacity. "On an average day, we've found that anywhere from 30% to 60% of our office space isn't being utilized," says Brodie.

As a result, IBM RESO developed e-Place On Demand, a strategy for developing space based on needs. Employees coming to the office reserve a workstation using the IBM NetCDS application. They use the same application to find the location of other employees.

IBM NetCDS Menu

In a self-service world, there may be many websites you would like to provide to your customers. IBM NetCDS allows you to set up a main menu with buttons for each website. Some of these may be informational and others may be transactional. Some of the websites may use devices and others may not. Separate activity history will be kept for each website set up in this way.

This type of arrangement can allow more than one company to use one kiosk. For example, the main menu below provides web check-in for many different airline companies on one kiosk.

Hilton Hotels

Hilton wanted to further enhance the travel experience for its guests, from travel planning, check-in, check-out and beyond. Using IBM NetCDS on a CUSS kiosk, Hilton guests can print airline boarding passes, yet another convenience to expedite the airline check-in process. The IBM NetCDS solution can print passes for most major airlines at check-in/check-out kiosks within the lobbies of over 400 participating Hilton hotels. This IBM solution leverages the combination of application, middleware, and hardware.

Hilton has expanded their guest experience and strengthened their self-service application using IBM NetCDS.



Hilton's Airline Web Check-in Main Menu

IBM NetCDS Features

Quick to Market

IBM NetCDS configuration allows a website to be integrated into the kiosk in minutes! This configuration can easily be updated to meet new requirements.

Security

A web browser is designed for the desktop environment and does not take into account the unique requirements found in an unattended kiosk environment. IBM NetCDS controls the appearance of the browser, while hiding all desktop attributes. It ensures that the browser is running correctly and masks all operating system messages from the user. In addition, user information is completely cleared after each transaction for customer privacy and protection.

With IBM NetCDS, the customer cannot access the underlying operating system in any way. The keyboard can be locked down. Access to the mouse and other input devices can also be locked down.

Navigation Control

IBM NetCDS provides URL masking via a simple configuration. This allows you to define which web pages and/or host names are accessible to the kiosk user and which are not. If specific websites are to be blocked, a custom screen lets users know they cannot look at that site. The navigation buttons and frame can be changed to fit your company's branding standards.

Multimedia Support

An attract loop or set of welcome screens can be added to run when the kiosk is idle and a local main menu can be used so that the kiosk is never out of service. The attract loop supports many formats including Adobe® Flash® file, Macromedia® Director® file, a set of still images and any file supported by the QuickTime® Player or Windows Media® Player. An inactivity timer triggers the end of a session and sends the application back to the attract loop.

Browser Control

IBM NetCDS makes the touch screen interaction intuitive for both experienced and inexperienced computer users. Scroll bars can be made wider so the mouse is not needed.

IBM NetCDS can provide a virtual keyboard that allows the user to fill in forms when necessary. This customizable touch screen keyboard eliminates the need for a physical keyboard.

Device Support

IBM NetCDS automatically interacts with the touch-screen, physical keyboard and trackball. In addition, IBM NetCDS supports the following devices.

Printer

- IBM NetCDS supports printing to the kiosk page printer. Pages displayed in IBM NetCDS access the printer through normal web browser printing functions, which use the default Windows printer. A website cannot directly access the printer or printer status.

Barcode reader or card reader

- Input data can be used to load a specific URL into IBM NetCDS, possibly with custom parameters or POST data based on the data read from the device.
- Barcode or card reader data can simulate data entry from the keyboard. This is called "keyboard wedge" data.
- Input data can be used to launch a command or custom process on the kiosk.
- A browser form on the current page can be populated from the barcode or card reader data.
- Raw barcode or card track data can be sent to the web server as POST data to allow server-side parsing and processing.

IBM NetCDS in Combination with IBM Kiosk Manager

System Management

IBM Kiosk Manager (KM) provides complete system management. This HTML based, graphical tool monitors kiosks remotely. It provides device and application monitoring, logging and statistics gathering, remote kiosk testing and control, remote file transfer and alert handling.

IBM NetCDS can tell KM when the current user has left the kiosk and when the kiosk is out of service.

Statistics and Reporting

IBM NetCDS has the ability to notify KM about the usage and web navigation behaviour on the kiosk. This includes information such as when a customer is using the kiosk and which web pages he or she is visiting.

Standard reports showing usage and availability statistics are created by default. These reports can be sorted by single kiosks, by groups of kiosks, by date and by many other characteristics.

Unlimited Applications

There are all sorts of application possibilities with IBM NetCDS. These could include:

- Department store gift registry - including registration, gift list printing and loyalty card recognition
- Hardware store price-check - via barcode scanning
- Casino comp redemption - easy lookup via loyalty card and printing of comp coupons
- Hotel reservations
- Car rental reservations
- Human resources job applications and information
- Bank website access - including the ability to do transactions at the kiosk
- Airline loyalty card information

The sky's the limit!

City Furniture – Academy of Design

City Furniture, based in Florida, has about 20 stores throughout the Southeast. Their mission is to be the "Ultimate Furniture Store", providing quality home furnishings at excellent values with friendly, efficient service in an exciting, fun environment.

Keith Koenig, president of City Furniture, recognized that many people feel intimidated by the idea (and cost) of hiring an interior designer, yet want design-quality interiors in their homes. He came to IBM with the vision of using self-serve, in-store kiosks where his customers could hire the services of an interior designer for 2, 4 or 6 hours.

IBM designed and delivered a multi-channel prototype solution consisting of 3 distinct applications. The first is a touch screen kiosk running an IBM NetCDS application installed in stores. It allows customers to learn about design services and select their designer.

The second is a web application for use at home. The third is a laptop-based application for use by the designers.

The kiosk pilot was launched in a newly constructed store in Wellington, Florida. The initial public reaction has been very positive. According to Keith Koenig, City Furniture has more than doubled its average sale. The company is finding the kiosks are supplementing the sales staff and helping to increase sales volume.



IBM NetCDS – Getting Started

If you have a browser application that you want to deliver at a self-service kiosk, then the combination of IBM NetCDS and the IBM kiosk platform is the answer for you. IBM will work with you to get started and exploit the functions of IBM NetCDS. We can help you extend the website into the kiosk world.

Using our vast knowledge, experience and resources, we can help you turn your website into a full, self-service application. For example, we could implement a custom card data parsing solution to read your loyalty cards. Or, we could help you design and host web content and applications specifically for a kiosk. The new web application can be delivered as part of a shared kiosk or on your own IBM NetCDS or IBM CUSS kiosk. IBM has various kiosk options to deliver an IBM NetCDS web application.

Talk to us.

Further Information

For further information, please visit www.customerfacingsolutions.com/offerings/offering_self_service.html or send an email to eaccess@ca.ibm.com



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