



Advanced Kiosks Debuts Computer Kiosk Rescue Service

In response to increasing requests to salvage defunct computer kiosks of all variations, the NH kiosk manufacturer is adding Kiosk Rescue as a new service.

FRANKLIN, NEW HAMPSHIRE, UNITED STATES, March 27, 2018 /EINPresswire.com/ -- With the dual goal of maintaining their commitment to superior customer service and expanding their line of self-service solutions, [Advanced Kiosks](#) is rolling out an all new computer [Kiosk Rescue](#) service.

Owned by H32 Design and Development engineering, the New Hampshire-based manufacturer has always gone after the most challenging projects. Requests for repairing poorly configured or defective kiosks started about three years ago, but over time CEO and President Howard H. Horn realized that the demand for dead kiosk repairs was increasing. This service has now evolved into a whole new product offering for Advanced Kiosks, and is a growing demand for businesses who are struggling with an investment that just didn't work out.

"With so many sectors of the economy working to cut costs and streamline workflow, it's no surprise that self-service technology is in the midst of major boom, but not all kiosks are created equal," remarked Horn. "From hardware failure to software limitations, to wiring issues, we've come across a lot of kiosk designs that are not surviving real world use. We've always done our best to help customers who are in a jam with an interactive kiosk investment that is failing. We know how much businesses rely on self-service and we decided that it's time we make this an official service offered by Advanced Kiosks."

The Kiosk Rescue Program

The company acknowledges that every Kiosk Rescue project is different and has outlined a minimum set of qualifications that every kiosk must meet to be eligible for the rescue service:

- Operating System: The Kiosk computer must be Windows 7 or Windows 10.
- Basic Function: The kiosk must be able to power on and navigate to the Windows Desktop.
- Connectivity: The kiosk must have a consistent and reliable internet connection.

Before taking on a project, all customers will participate in a short project review phone call with technical support in order to determine the scope of the problem and whether the Kiosk Rescue program is a good fit for them.

If a project has been approved for Kiosk Rescue, the support team will use their software to remote into the kiosk and conduct a thorough diagnostic check. Following the diagnosis, the team will determine if a repair is possible and what hardware or software additions may be needed to get the kiosks up and running. Finally, and with the approval of the customer, the technical support team will go about the task of repairing the kiosk.

Advanced Kiosks makes clear that they cannot guarantee the outcome of every repair project and have added a special deal for customers in the event of an unsuccessful Kiosk Rescue. The Rescue Rebate incentive allows customers to apply 100% of the labor costs of their Kiosk Rescue toward the

purchase of a new kiosk from Advanced Kiosks.

Why Advanced Kiosks Has Emerged As the “Go To”

The edge that Advanced Kiosks has and the reason they stand out is the in-house innovation and engineering resources. Years of experience designing high quality computer kiosk hardware and developing [kiosk software](#) has equipped them with the unique ability to support, customize, diagnose, repair and improve self-service kiosk solutions more than the average kiosk vendor.

This provides many advantages for the consumer such as customization, better performance and a versatile solution that is up and running quickly well supported for the life of the product.

Kiosk Software Makes It All Possible

Although every Kiosk Rescue project is unique, Advanced Kiosks has determined the Zamok Kiosk Software suite as the driving force behind most of its successful repair efforts.

Zamok is the company's own kiosk management software suite and is what makes it possible for our technical support team to remotely support any kiosk in the field. This powerful software comes pre-installed on every new kiosk that Advanced Kiosks ships and is now a critical resource for rescuing kiosks around the country.

In contrast to the kiosk software that plagues so many of their Kiosk Rescue projects, Zamok is an all-in-one software solution that supports: kiosk administration, communication tools, interface templates and seamless integration with third party software, content, and hardware.

For more information about the Kiosk Rescue program or Advanced Kiosks products, visit www.advancedkiosks.com

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