Bridging the digital divide – enhance access to public services and information

With universal access policies and "bridging the digital divide" issues becoming more prominent at national and local levels, Delphi can supply cost-effective self service solutions to reach your audience.

There is no better way to deliver government information and services to the general public than via interactive terminal platforms in open public spaces. Kiosks can link users directly to the services they require: municipal information, online bill payments or other Internet access functions. If a human interface is required, the kiosk can connect the user to an advisor via telephone or even videoconferencing.

You can also provide secure personal services, with card systems and visual verification via video cameras, to authenticate user identification so they can engage in private one-to-one transactions.

Adapting your online portals to a kiosk friendly interface, can minimize information management overheads and maximize the exposure of, and access to, government services.

Even raise awareness of campaigns by using the unit as a publicity medium – it has the ability to broadcast rich digital media, with images on screen and audio play through speakers. And, the human interfaces are ergonomic, intuitively designed to ensure that everyone - without exception - can benefit from this facility.

These robust machines can handle the tough conditions imposed by their environment and heavy human use. Additionally, effective voting applications through kiosks are a reality of today and can be deployed as part of a full suite of government facilities.

Account Management
Delphi provides professional automation services. A full consultation service for operation, service, usability and deployment is available. Delphi can also help in developing a robust business requirements plan and deployment schedule.

Delphi boasts unparalleled experience in designing and delivering solutions. The Delphi account team examines your needs, recommends the most appropriate configuration to maximize your return on investment, tailors your solution to your requirements, and helps ensure a smooth transition from installation to support.

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Potential applications include:
- Electronic delivery of information & forms
- E-voting or e-payment applications
- Access to Intranets or Extranets
- Internet surfing: open / controlled
- E-mail communications
- SMS messaging
- Flexible screen designs
- Full screen screensaver
- On-screen banner advertising
- Local directory of services

Key features include:
- Stylish and ergonomic design
- Touch screen interface
- Optional printers: for tickets, vouchers
- Customizable user interfaces
- Modular components

Delphi is respected for providing the highest quality networked interactive terminals.

Several key features make this solution unique:
- Multiple modular hardware options: match product to user need
- Robust and secure: maximum product uptime, vandal resistant
- Flexible network interfaces: complements network strategies
- Anti-fraud and anti-hacking measures: secure operation
- Proven reliability in the field: confidence in performance
- Sophisticated remote management: for network efficiency
- Remote updates of content and software: low cost updates

Built on Open Source standards, Delphi's self-service systems enable businesses to scale as needed.

Options:
- Choice of payments
  - Coin
  - Card
  - E-payments
- Physical
  - Wall mounted
  - Free standing
- Privacy screens

- Hardware
  - Touch screen
  - Keyboard
  - Pay telephony modules
  - Point to point telephony modules
  - Audio speakers
  - Web camera
  - Printer
  - Wireless connectivity
  - Choice of payments accepted
  - ISDN or ADSL network interfaces

Software and System features:
- Software
  - Customizable screen designs
  - Application development
- Remote downloads
  - Configuration data
  - Content, screen designs and advertising
  - New application software
  - User requests in real-time: Internet content, proxy server content

Kiosks are connected to a management system, which remotely monitors performance and usage. Content and applications are also managed, allowing rapid updates and customization.

Hardware Configuration Options