



productcatalogue



protouch

Europe's No 1 manufacturer & distributor of touch screen equipment

A DIVISION OF

cammax



Purpose built 12,500 sq ft freehold facility, located in the heart of Yorkshire



Our meeting and demonstration rooms



Our production area

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About Protouch

At Protouch we believe that touch screen technology is the future; creating a faster, better and more economical way to do business.

Industries we work with



Countries we distribute to



About us

Since June 2000 we have built and distributed touch screen kiosks, monitors and PCs across all industries. We have grown on average 30% year on year. Today in our 12,500 sq ft premises with 30 people working for us, we provide products for a great number of services including: payment, ordering, product look up and ticket printing; utilising many innovative devices like chip and pin, RFID, bluetooth, web cameras, printers, scanners, wifi and much more.

Our experience in exclusively supplying touch screen and kiosk products gives us the in house understanding and expertise to achieve the results you need. Our tried and tested product designs have been perfected over 9 years so that you can now buy them off the shelf ready to be customised. Each is made to approved ISO 9001 Quality Management Systems standards and our success is reflected in the clients we now have such as: Cineworld, Vogel's, IKEA and Kiddicare.

Our philosophy is to produce a range of products that meet the extremely wide need for self service kiosks across all industry sectors. For us it's not only about projecting advertising messages out to the world; it's about providing you and your customers with an interactive and convenient service that in effect enhances your business. Whether you own a store, hotel or corporate lounge, there's a place for a touch screen system within your environment. We will work closely with you to create the right solution bespoke to your business needs, giving you a return on investment that is both quick and substantial.

Why Protouch?

We are one of Europe's market leaders, producing off the shelf cutting edge designs, refined over 11 years.

Why choose our touch screens and kiosks?

- Off the shelf proven designs, refined over 11 years
 - Built to be customised to your requirements
 - 3 flexible kiosk designs to suit any application and easy to upgrade.
- Perfected product range which meets 3 economies of scale:
- Quality (We are now on the 11th generation of our Xen Kiosk series – each one an improvement on the last.)
 - Price (We buy large stocks of the best components and employ automated manufacturing techniques.)
 - Reliability (These units are built to operate within the most demanding environments for long periods of time.)
 - ISO 9001 approved – We are fully accredited to the required standard of Quality Management Systems and work within these guidelines.



- Award winning innovative retail kiosk solution



If you are a kiosk reseller:

- Fast production times – Typically 4-6 weeks.
- Design service – Our in-house design department can create bespoke laminate designs for your customers' kiosks and provide you with free of charge 3D mock ups of the finished kiosk including all accessories and branding.
- Product stock – You can stock kiosks knowing that whatever a customer needs you can deliver quickly. As all units have interchangeable multifunction plates you simply order the desired plate for your customer's needs and apply a full vinyl laminate for branding.

We hope you enjoy the catalogue and we look forward to enhancing your business with technology that delivers faster and better service, at a lower rate.

Our satisfied customers include:



Product Certificate Guide

Our products carry the following approvals:

Certificates



ISO 9001 approved – We are fully accredited to the required standard of Quality Management Systems and work within these guidelines.



UL – Our equipment meets Underwriters Laboratories conformity and safety assessment for Information Technology Equipment. UL-60950 and CSA 22.2 No. 60950 ball drop test – The touch screens in our Xen kiosks are made from extra-tough glass substrates that resist vandalism. They have been chemically strengthened and meet the industry-standard impact resistance test of a 0.5 kg, 50 mm diameter ball dropped from height of 1.3 m.



CE Certificate of Conformity – Our equipment fulfils EU consumer safety, health or environmental requirements and holds a current certificate.



The Low Voltage Directive (LVD) 2006/95/EC (*) seeks to ensure that electrical equipment within certain voltage limits both provides a high level of protection for European citizens and enjoys a Single Market in the European Union.



A UKAS accredited [Hursley EMC Services Ltd] No. 08J051 CC – The Xen X5 kiosk meets electromagnetic requirements necessary for compliance with the EMC Directive 2004/108/EC.



CB (IEC 60950-1) – Our equipment meets International Conformity of Electro-technical Equipment & Components (IECEE)CB.



TCO 03 – Our equipment is designed, manufactured and tested according to quality and environmental requirements set by TCO Development (Swedish Confederation of Professional Employees).



TÜV Ergonomics – Our equipment has advanced ergonomic quality because it complies with numerous ergonomic standards.



ISO 13406-2 (pixel failure class II) – Our equipment meets ergonomic requirements for flat panel displays.



PCBC/B-mark – Our equipment complies with product safety standards set by Poland.



TÜV GS – Our equipment conforms with the German Equipment Safety Law.



TUV product safety (60950-1) based on German Safety Law – Our equipment complies with the required safety standards for components or subassemblies



CCC – Our equipment meets with mandatory safety and quality mark for products sold in the Chinese market.



PSB Safety Mark – Our equipment complies with Safety standards issued by Singapore Productivity and Standards Board.



VCCI – Our equipment complies with high quality standards for products sold in Japan.



FCC – Our equipment complies with the Federal Communications Commission's appropriate technical standards for products sold in the US.



C-tick – Our equipment complies with the applicable standard for electronic products set by the Australian market.



PCT/Gost – Our equipment complies with the applicable Russian product standards.



ROHS – Our equipment complies with restriction of the use of certain hazardous substances in production.



WEEE – Our equipment complies with waste disposal and recycling in Electrical and Electronic Equipment regulations.



Energy Star – Our equipment qualifies for ENERGY STAR by meeting stringent requirements in On, Sleep, and Off Modes.



Energy Label – Our equipment qualifies as an energy efficient appliance.



- Payment
- Ticketing
- Visitor Management
- Loyalty card
- Information
- Internet
- Way finding
- Card dispensing
- Registration
- Video conferencing
- Bespoke

XenX4 : Overview

The Xen X4 wall or floor mounted kiosk puts flexibility into self service. As a dual application kiosk, with a robust yet elegant design, it offers uniformity and high performance wherever it's needed.

Benefiting from our unique multi-function plate it can fulfil a number of roles and lends itself to be easily customised to your exact requirement; our customers think it's perfect as a touch screen information point, ticket machine or payment system.

Description

- 19" LCD screen
- Surface Acoustic Wave (SAW) touch screen (Without touch option is available)
- Robust mild steel kiosk body, powder coated silver with polished stainless steel side bars (As standard)
- Wall or floor mounted (Mounting kit provided and floor stand is an optional extra)
- Front laminate customised with your own company graphics
- Can be supplied with a Dell, Lenovo or HP PC built-in
- Many additional kiosk accessories are available

Features

- Highly durable – Made for high volume use with a scratch resistant screen and protection against dust and fluids.
- Anti-vandal touch screen – (UL-60950 and CSA 22.2 No. 60950 ball drop test) The touch screens in our Xen kiosks are made from extra-tough glass substrates that resist vandalism. They have been chemically strengthened and meet the industry standard impact resistance test of a 0.5 kg, 50 mm diameter ball dropped from height of 1.3 m.
- Easy access – Has a front opening panel with 2 x tubular locks for added security.
- Environmental – Manufactured locally and made from environmentally friendly products/materials.
- DDA compliant – All of our kiosks meet the requirement by the Disability Discrimination Act of access for people with a disability – especially with reference to a wheel chair.



Certificates



Glasgow Club leisure centre enhanced customer service with a kiosk that offered membership entry and fitness class booking.

The Manchester United Store at Old Trafford raised customer spend with kiosks that sell personalised Manchester United Gifts to fans.

Cineworld improved service levels with ticket purchase and collection kiosks that are being rolled out to all of its cinemas across the UK.

XenX4 : Accessories



1
80mm thermal receipt printer



2
A4 thermal printer



3
Chip and pin



4
Anti-vandal keyboard



5
Barcode scanner



6
Magnetic card reader



7
Passport reader (OCR scanner)



8
Biometric reader



9
RFID reader



10
Phone



11
Microphone



12
Web cam



13
WiFi

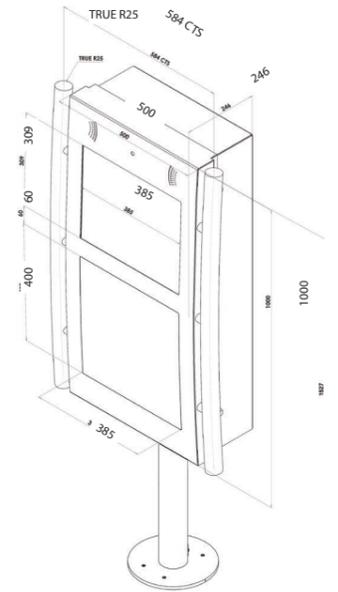


14
Paint colour

XenX4 : Specification

Display: 19" LCD touch screen, ELO Surface Acoustic Wave (SAW), anti-vandal - chemically hardened, 178°x178°, 250 cd/m², 3 years warranty
Resolution: Native 1280 x 1024
Body: Mild steel kiosk body with optional polished stainless steel side bars
Finish: Scratch resistant powder coated silver (As standard)
Speakers: 2 x integrated 4 watt speakers
Mounting: Wall or floor (Mounting kit provided and floor stand is an optional extra)
Dimensions (mm): Including side bars
 Wall : 1000 height x 584 width x 246 depth
 On Stand : 1527 height x 584 width x 285 depth
Weight: (approx) Body 40 kgs / Stand 15 kgs
Access: Front opening panel with 2 x tubular locks
PC: Various specifications available

Dimensions



XenX4 Accessories

Item	
X4 Kiosk made from 1.5mm Mild Steel Powder Coated Silver, ELO Secure Touch 19", Integrated Amplified Speakers, Surge Protected PSU & Packaging	POA
Multifunction Plate Tier 1 (for 1 peripheral)	POA
Multifunction Plate Tier 2 (for 2 peripherals)	POA
Multifunction Plate Tier 1 (for 3/4 peripherals)	POA
Stainless Steel Floor Stand (Bolted)	POA
X4 Kiosk Floor Stand Large Foot Plate (Free Standing)	POA
PC – Fujitsu Industrial Kiosk PC (Dual core, 4GB Ram, 160GB HDD, Win7)	POA
Laminate – Full Front Laminate to Customer Design (Free 3D Mock Up)	POA
Accessories	
1. 80mm receipt printer – Zebra KR203 80mm Thermal Receipt Printer with Presenter + Paper Sensor + Bracket + PSU + Fixing Bracket	POA
2. A4 thermal printer – Zebra A4 Thermal Printer with Presenter + Paper Low Sensor + PSU + Bracket	POA
3. Chip and Pin – Verifone Secura C&P Pad + PSU + EMV Licence + All Metal Housing	POA
4. Keyboard – Anti-vandal Keyboard (Metal Keys & Trackball) + IP65 Rated Housing	POA
5. Barcode Scanner – Metrologic Barcode Scanner USB + Bracket	POA
6. Insert Mag card reader – Track 1,2&3 manual insert Magnetic Card Reader	POA
7. Passport Reader (OCR Reader) – Captures details from passports swiped or held up to the Scanner depending on model	POA
8. Biometric fingerprint Reader – L-1 Enterprise Access Solutions, V-Flex 4G Biometric Fingerprint Reader with 60% faster matching speed than industry average and largest template storage capacity	POA
9. RFID Reader – Contactless RFID MiFare Reader + USB / Serial Interface + Bracket	POA
10. Phone – Telephone Handset Anti-vandal with Armoured Cable + Mounting Bracket + Interface	POA
11. Microphone – Omni Directional with 3.5mm Stereo Plug Connector	POA
12. Webcam – HD camera	POA
13. WiFi – Wireless connectivity	POA
14. Paint – Powder coated high gloss paint finish to any RAL colour (Silver as standard)	POA
Bluetooth (Dongle)	POA

Please ask for Trade pricing

PRE-BOOKED & FAST TICKETS

NOW SHOWING

Frances Ha	Screen 4	13:45	16:00
Pattathu Yaanaal	Screen 5	12:00	15:00 18:00
(2D) Monsters University	Screen 6	10:30	13:10 15:50
Bajatey Raho	Screen 6	21:30	
The Heat	Screen 6	18:30	
(3D) The Croods	Screen 7	10:00	

Time Now 09:35



Our X4s are used by **Cineworld** for customer ticket collection



Client focus

Cineworld, one of the UK's leading cinema groups, improved its customer service with our self service registration and ticketing kiosks.



Project one: Unlimited film registration kiosks

Cineworld worked with us to design, build and implement an eco-friendly kiosk solution that automated the whole registration process of its Unlimited film programme. The kiosks vastly reduce the amount of paperwork and queuing required for registering to the Unlimited film programme and therefore speed up the whole registration process. Customers can easily register for the Unlimited film programme without the need for staff assistance – once registered they can enjoy Unlimited film viewing immediately with a temporary pass printed at the kiosk.

Since installation the kiosks have saved in excess of 1,000 staff hours and new members have increased by 100 per week, resulting in the number of Unlimited sign ups being increased by 10% in just six months.

“The Unlimited programme is a large and important part of our business and distinguishes us from every other cinema company in the UK and Protouch’s kiosks are helping us to advance this programme.”

John Anderson, Cineworld’s Marketing Co-ordinator



Project Two: Ticketing kiosks

On the back of the success of the Unlimited kiosk, Cineworld is rolling out Xen X4 kiosks into all of its UK cinema sites. The X4s will be used by cinema goers for ticket purchase and collection and run as either wall or floor mounted units, using the latest Chasis Printer technology for fast printing ticket receipts.



Xen X4 kiosks to be rolled out to all Cineworld cinemas with:

- 19" touch screen
- Chip and pin
- 80mm thermal receipt printing
- Branded laminate
- Utilising Cineworld’s ticketing software

XenX5 : Overview

The Xen X5 is our multi-award winning kiosk leading the way for self service kiosk market. Its free standing slim design fits easily into any in-door spot where it can work alongside staff to improve profitability and add convenience to customer experience.

Whatever you wish to use the X5 for its multi-function plate design gives it the flexibility to be easily customised to your exact requirement; it's particularly outstanding as a payment system or a customer loyalty and information point.

Description

- 19" LCD Screen
- Surface Acoustic Wave (SAW) touch screen (Without touch option is available)
- Robust mild steel kiosk body, powder coated silver with stainless steel side rails (As standard)
- Front laminate customised with your own company graphics
- Can be supplied with a Dell, Lenovo or HP PC built-in
- Many additional kiosk accessories are available

Features

- Highly durable – Made for high volume use with a scratch resistant screen and protection against dust and fluids
- Anti-vandal touch screen – (UL-60950 and CSA 22.2 No. 60950 ball drop test) The touch screens in our Xen kiosks are made from extra-tough glass substrates that resist vandalism. They have been chemically strengthened and meet the industry standard impact resistance test of a 0.5 kg, 50 mm diameter ball dropped from height of 1.3 m.
- Easy access – Has a large rear opening panel with 2 x tubular locks for added security.
- Environmental – Manufactured locally and made from environmentally friendly products/materials.
- DDA compliant – All of our kiosks meet the requirement by the Disability Discrimination Act of access for people with a disability - especially with reference to a wheel chair.
- Winner of two EPOS Awards – Retail Week Technology Award 2009 & Retail Systems Award 2008.



“Customers spend 4x more at these kiosks than they do at the tills.”

Scott Weavers-Wright, Kiddicare



Kiddicare enhanced in-store service levels and increased customer spend with self service order and payment kiosks that have since won two EPOS retail technology awards.

Savings Station rolled out voucher dispensing kiosks into shopping centres that advertise the savings offers of local restaurants and stores.

SIG greatly improved customer service with information points that operate in building material stores. Customers use the kiosks to find out more about environmental products and if they require specific information, they can speak to specialists over the kiosk based phone.



XenX5 : Accessories

1 

80mm thermal receipt printer

2 

A4 thermal printer

3 

Chip and pin

4 

Anti-vandal keyboard

5 

Small Anti-vandal keyboard

6 

Barcode scanner

7 

Magnetic card reader

8 

Passport reader (OCR scanner)

9 

Biometric reader

10 

RFID reader

11 

Phone

12 

Headphones

13 

Microphone

14 

Web cam

15 

WiFi

16 

Second screen

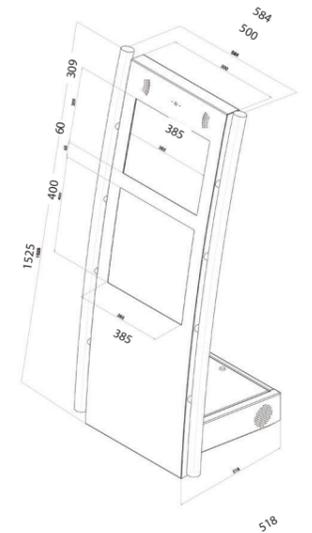
17 

Paint colour

XenX5 : Specification

Display: 19" LCD touch screen, ELO Surface Acoustic Wave (SAW), anti-vandal - chemically hardened, 178°x178°, 250cd/m², 3 years warranty
Resolution: Native 1280 x 1024
Body: Mild steel kiosk body with optional polished stainless steel side bars
Finish: Scratch resistant powder coated silver (As standard)
Speakers: 2 x integrated 4 watt speakers
Dimensions (mm): Including side bars 1525 height x 584 width x 518 depth DDA compliant
Weight: 19" approx 52kgs
Fixings: Floor fixing bolts recommended
Access: Large rear panel with 2 tubular locks
Variables: Rear access panel is flat or curved (depending on kiosk specification).
PC: Various specifications available
Ports access: Easy access to power, USB and network ports - located at the rear base of the kiosk beneath the PC box.

Dimensions



XenX5 Accessories

Item	
X5 Kiosk made from 1.5mm Mild Steel Powder Coated Silver, ELO Secure Touch 19", Integrated Amplified Speakers, Surge Protected PSU & Packaging	POA
Multifunction Plate Tier 1 (for 1 peripheral)	POA
Multifunction Plate Tier 2 (for 2 peripherals)	POA
Multifunction Plate Tier 3 (for 3/4 peripherals)	POA
PC - Fujitsu Industrial Kiosk PC (Dual core, 4GB Ram, 160GB HDD, Win7)	POA
Laminate - Full Front Laminate to Customer Design (Free 3D Mock Up)	POA
Stainless steel polished side bars	POA
Accessories	
1. 80mm receipt printer - Zebra KR203 80mm Thermal Receipt Printer with Presenter + Paper Sensor + Bracket + PSU + Fixing Bracket	POA
2. A4 thermal printer - Zebra A4 Thermal Printer with Presenter + Paper Low Sensor + PSU + Bracket	POA
3. Chip and Pin - Verifone Secura C&P Pad + PSU + EMV Licence + All Metal Housing	POA
4. Keyboard - Anti-vandal Keyboard (Metal Keys & Trackball) + IP65 Rated Housing	POA
5. Small anti-vandal keyboard - More compact version of the standard Anti-vandal Keyboard (Metal Keys & Trackball) + IP65 Rated Housing - Good for use with Chip & Pin Pad or Printer	POA
6. Barcode Scanner - Metrologic Barcode Scanner USB + Bracket	POA
7. Insert Mag card reader - Track 1,2&3 manual insert Magnetic Card Reader	POA
8. Passport Reader (OCR Reader) - Captures details from passports swiped or held up to the Scanner depending on model	POA
9. Biometric fingerprint Reader - L-1 Enterprise Access Solutions, V-Flex 4G Biometric Fingerprint Reader with 60% faster matching speed than industry average and largest template storage capacity	POA
10. RFID Reader - Contactless RFID MiFare Reader + USB / Serial Interface + Bracket	POA
11. Phone - Telephone Handset Anti-vandal with Armoured Cable + Mounting Bracket + Interface	POA
12. Headphone - Anti-vandal headphone handset with Armoured Cable + Mounting Bracket	POA
13. Microphone - Omni Directional with 3.5mm Stereo Plug Connector	POA
14. Webcam - HD Camera	POA
15. WiFi - Wireless connectivity	POA
16. Second screen above - 19" LCD display used for rolling advertising/ customer attraction - second graphic card required	POA
17. Paint - Powder coated high gloss paint finish to any RAL colour (Silver as standard)	POA
Curved back door - Required when adding certain accessories to add extra depth	POA
Bluetooth (Dongle)	POA

PKM software and X5 kiosks are in premium **Lloyds Pharmacy** stores helping customers browse products and print medical information

Discover a world of wellbeing...

LloydsPharmacy

Hello.
What would you like help with today?

Pain Control Touch here for advice on Pain	Skin Without Compromise Touch here for advice on Skin Health
Decisive Diabetes Management Touch here for advice on Diabetes	Asthma Under Control Touch here for advice on Asthma
Advice & Leaflets Touch here to view advice & leaflets	Shop Now Touch here to start shopping now
	Scan a Barcode Touch here to check price & product information or scan a product barcode 484100

at our **TouchHealth** point.

Buy 1 get 1 FREE
Always with the same product

Petrolina



Client focus

If you want to see the future of retailing take a trip to Kiddicare, the UK's number one online baby shop and supplier of baby products and accessories.



Kiddicare implemented self service order and payment kiosks throughout its 160,000 sq ft, three-storey Peterborough superstore and immediately saw service levels and customer spend increase. Now more than 50% of its customers use the kiosks, substantially reducing queues at the checkouts and they have won several awards including best Epos initiative and a multichannel integration award. The kiosks offer customers information on products and complementary items including promotions and take card payments and arrange collection or home delivery.



“From the moment we installed the kiosks we immediately achieved 50% self service. The kiosks have opened up exciting growth opportunities to us.”

Scott-Weaverswright, Kiddicare

Xen X5 kiosks with:

- 19" touch screen
- Chip and pin
- 80mm thermal receipt printing
- Uniquely branded laminates
- Utilising K3's software



Client focus

IKEA enhanced customer experience with self service loyalty kiosks that offer customers a quick, easy and instant way to join to the IKEA FAMILY loyalty scheme.



Customers have the convenience of signing up in-store and benefit from being the first to know of upcoming promotions, sales and events via on screen information targeted solely at them. Quant Marketing created the concept for the kiosk solution and selected Protouch as its hardware partner for the project.

“We are very happy with the IKEA FAMILY registration kiosks that are installed in all Belgian IKEA stores. They allow us to have a much more efficient way of recruiting new IKEA FAMILY members without the presence of a co-worker being required. This versatile solution allows us to recruit new members and have existing members print out a temporary card or update their customer profile in a user friendly way”, said Tim Schroons of IKEA Belgium.

“The IKEA FAMILY registration kiosks allow us to have a much more efficient way of recruiting new IKEA FAMILY members.”

Tim Schroons of IKEA Belgium

Xen X5 kiosks across Belgian stores with:

- 19" touch screen
- 80mm thermal receipt printing
- Anti-vandal keyboard and trackball
- Branded laminate



XenX6 : Overview

The Xen X6 is the self service kiosk market's ultimate all-in-one kiosk solution. Its tough deep back housing creates maximum multi-function capability and its surface offers a great space for additional corporate advertising.

The combination of a multi-function plate and spacious housing means the X6 kiosk can take on any job and be easily customised to your exact requirement such as: an information kiosk with internet access and laser printing capability or a coin and note complete handling system.

Description

- 19" LCD screen
- Surface Acoustic Wave (SAW) touchscreen (Without touch option is available)
- Robust mild steel kiosk body, powder coated silver with polished stainless steel side bars (As standard)
- Front laminate customised with your own company graphics
- Can be supplied with a Dell, Lenovo or HP PC built-in
- Many additional kiosk accessories are available

Features

- Highly durable – Made for high volume use with a scratch resistant screen and protection against dust and fluids.
- Anti-vandal touch screen – (UL-60950 and CSA 22.2 No. 60950 ball drop test) The touch screens in our Xen kiosks are made from extra-tough glass substrates that resist vandalism. They have been chemically strengthened and meet the industry standard impact resistance test of a 0.5 kg, 50 mm diameter ball dropped from height of 1.3 m.
- Easy access for staff – Has a front opening panel and a large rear opening panel with 2 x cantilever locks for added security.
- Environmental – Manufactured locally and made from environmentally friendly products/materials.
- DDA compliant – All of our kiosks meet the requirement by the Disability Discrimination Act of access for people with a disability – especially with reference to a wheel chair.



We offer a laminate design service and free 3D kiosk visuals for your customers



Accent Peerless improved its housing services by providing customers with self service internet kiosks used to find and print information relevant to their living needs.

Devon county council increased the popularity of its countryside by encouraging residents and tourists to visit and enjoy it with a walk and ride information point. People were able to download information to their ipod and print off a map.

Gladstone Health and Leisure enhanced customer service by encouraging customers to purchase more products at numerous leisure centres with self service ticket collection and payment point kiosks.

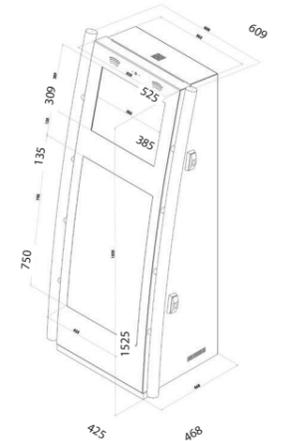
XenX6 : Accessories



XenX6 : Specification

Display: 19" LCD touch screen, ELO Surface Acoustic Wave (SAW), anti-vandal - chemically hardened, 178°x178°, 250cd/m², 3 years warranty
Resolution: Native 1280 x 1024
Body: Mild steel kiosk body with optional polished stainless steel side bars
Finish: Scratch resistant powder coated silver (As standard)
Speakers: 2 x integrated 4 watt speakers
Dimensions (mm): Including side bars 1525mm height x 609mm width x 468 mm depth DDA compliant
Weight: 19" approx 78kgs
Fixings: Floor fixing bolts recommended
Access: Large rear panel with 2 cantilever locks
PC: Various specifications available

Dimensions



XenX6 Accessories

Item	
X6 Kiosk made from 1.5mm Mild Steel, Stainless Steel Polished Side Bars, ELO Secure Touch 19", Integrated Amplified Speakers, Surge Protected PSU & Packaging	POA
Multifunction Plate Tier 1 (for 1 peripheral)	POA
Multifunction Plate Tier 2 (for 2 peripherals)	POA
Multifunction Plate Tier 1 (for 3/4 peripherals)	POA
PC – Fujitsu Industrial Kiosk PC (Dual core, 4GB Ram, 160GB HDD, Win7)	POA
Laminate – Full Front Laminate to Customer Design (Free 3D Mock Up)	POA
Stainless steel polished side bars	POA
Accessories	
1. 80mm receipt printer – Zebra KR203 80mm Thermal Receipt Printer with Presenter + Paper Sensor + Bracket + PSU + Fixing Bracket	POA
2. A4 thermal printer – Zebra A4 Thermal Printer with Presenter + Paper Low Sensor + PSU + Bracket	POA
3. Chip and Pin – Verifone Secura C&P Pad + PSU + EMV Licence + All Metal Housing	POA
4. Keyboard – Anti-vandal Keyboard (Metal Keys & Trackball) + IP65 Rated Housing	POA
5. Small anti-vandal keyboard – More compact version of the standard Anti-vandal Keyboard (Metal Keys & Trackball) + IP65 Rated Housing – Good for use with Chip & Pin Pad or Printer	POA
6. Barcode Scanner – Metrologic Barcode Scanner USB + Bracket	POA
7. Insert Mag card reader – Track 1,2&3 manual insert Magnetic Card Reader	POA
8. Passport Reader (OCR Reader) – Captures details from passports swiped or held up to the Scanner depending on model	POA
9. Biometric fingerprint Reader – L-1 Enterprise Access Solutions, V-Flex 4G Biometric Fingerprint Reader with 60% faster matching speed than industry average and largest template storage capacity	POA
10. RFID Reader – Contactless RFID MiFare Reader + USB / Serial Interface + Bracket	POA
11. Change Mechanism – MEI 7000 + PSU + Coin acceptor + Coin Bag + Brackets	POA
12. Note Acceptor + USB Converter + Bracket	POA
13. Phone – Telephone Handset Anti-vandal with Armoured Cable + Mounting Bracket + Interface	POA
14. Headphone – Anti-vandal headphone handset with Armoured Cable + Mounting Bracket	POA
15. Microphone – Omni Directional with 3.5mm Stereo Plug Connector	POA
16. Webcam – HD Camera	POA
17. WiFi – Wireless connectivity	POA
18. Second screen above – 19" LCD display used for rolling advertising/ customer attraction - second graphic card required	POA
19. Paint – Powder coated high gloss paint finish to any RAL colour (Silver as standard)	POA
Bluetooth (Dongle)	POA

Please ask for Trade pricing

PKM software and our X6 kiosks at **Birmingham Airport** selling tickets for the Express Lanes



Client focus

Gladstone plc, a leading provider of innovative software solutions and services to leisure facilities in the UK and worldwide, enhanced customer service and increased product sales for numerous leisure organisations with self service ticket collection and payment point kiosks.



The kiosks offer customers an easy-to-use, fast-track, self-serve method of collecting tickets purchased online and buying new services. They also encourage customers away from busy reception areas, reducing front-of-house pressure.

As well as handling ticket payment and collection, the kiosks prompt customers to book future activities and have the ability to prevent a member making a booking, or to charge them an infringement price, if they have a problem with their membership record.

“Our client feedback has been extremely positive about the deployment of touch screen kiosks within a leisure centre or gym environment. Combined with our award-winning Plus2 software and customer-friendly hardware solutions from Protouch, we can offer our clients a customer service sustainable competitive advantage.”

Peter Doyle – Head of Marketing, Gladstone plc



Xen range kiosks
(4 x X4, 14 x X5, 3 x X6) with:

- Chip and pin
- 80mm thermal receipt printer
- RFID Smart card and barcode reader
- Wristband printer

XenX4 Outdoor : Overview

This unit is extremely robust with a double skinned steel chassis and a 19" high brightness anti-vandal screen. Compact, but with a large number of available options such as printers and payment solutions.

Description

- 19" anti-vandal high brightness touchscreen
- Extremely reliable and robust
- DDA Compliant
- Steel frame with anti-vandal locks and opening mechanism
- Full branding option with acrylic protection
- IP65 outdoor specification
- PKM software option for full monitoring and lock down of application
- Many additional kiosk accessories are available

Features

- Highly durable – Made for high volume use with a scratch resistant screen and protection against dust and fluids.
- Environmental – Manufactured locally and made from environmentally friendly products/materials.
- DDA compliant – All of our kiosks meet the requirement by the Disability Discrimination Act of access for people with a disability – especially with reference to a wheel chair.

Certificates



XenX4 Outdoor : Specification

Kiosk: Ultra slim steel wall mounted outdoor kiosk finished in colour scheme of customer choice

Display: 19" daylight viewable, capacitive touch screen

Resolution: Native 1280 x 1024

Finish: Scratch resistant powder coated silver (As standard)

Dimensions (mm): (W x H x D) 530 x 988 x 235

Weight: 19" approx 78kgs

Colour: Choice of colour and finish

Access: Large rear panel with 2 cantilever locks

PC: Various specifications available

XenX4 Outdoor Accessories

Item	
X4 Outdoor Kiosk	POA
PC – Fujitsu Industrial Kiosk PC (Dual core, 4GB Ram, 160GB HDD, Win7)	POA
Laminate – Full Front Laminate to Customer Design (Free 3D Mock Up)	POA
Stainless steel polished side bars	POA
Accessories	
1. 80mm receipt printer – Zebra KR203 80mm Thermal Receipt Printer with Presenter + Paper Sensor + Bracket + PSU + Fixing Bracket	POA
2. A4 thermal printer – Zebra A4 Thermal Printer with Presenter + Paper Low Sensor + PSU + Bracket	POA
3. Chip and Pin – Verifone Secura C&P Pad + PSU + EMV Licence + All Metal Housing	POA
4. Keyboard – Anti-vandal Keyboard (Metal Keys & Trackball) + IP65 Rated Housing	POA
5. Small anti-vandal keyboard – More compact version of the standard Anti-vandal Keyboard (Metal Keys & Trackball) + IP65 Rated Housing – Good for use with Chip & Pin Pad or Printer	POA
6. Barcode Scanner – Metrologic Barcode Scanner USB + Bracket	POA
7. Insert Mag card reader – Track 1,2&3 manual insert Magnetic Card Reader	POA
8. Passport Reader (OCR Reader) – Captures details from passports swiped or held up to the Scanner depending on model	POA
9. Biometric fingerprint Reader – L-1 Enterprise Access Solutions, V-Flex 4G Biometric Fingerprint Reader with 60% faster matching speed than industry average and largest template storage capacity	POA
10. RFID Reader – Contactless RFID MiFare Reader + USB / Serial Interface + Bracket	POA
11. Change Mechanism – MEI 7000 + PSU + Coin acceptor + Coin Bag + Brackets	POA
12. Note Acceptor + USB Converter + Bracket	POA
13. Phone – Telephone Handset Anti-vandal with Armoured Cable + Mounting Bracket + Interface	POA
14. Headphone – Anti-vandal headphone handset with Armoured Cable + Mounting Bracket	POA
15. Microphone – Omni Directional with 3.5mm Stereo Plug Connector	POA
16. Webcam – HD Camera	POA
17. WiFi – Wireless connectivity	POA
18. Second screen above – 19" LCD display used for rolling advertising/ customer attraction - second graphic card required	POA
19. Paint – Powder coated high gloss paint finish to any RAL colour	POA
Bluetooth (Dongle)	POA

Please ask for Trade pricing

Andersen Outdoor : Overview

The Outdoor Kiosk is fully external. It can stand up to all weather conditions including direct rain and bright sunlight. Whether it's used in public areas or commercial working environments, it will prove essential in aiding customer communication and service.

Description

- 19" LCD screen
- Projective Capacitive, toughened glass touch screen with protected bezel (can be used with gloved hands)
- Special anodized aluminium with powder coated options for outdoor use.
- Front laminate customised with your own company graphics
- Can be supplied with a Dell, Lenovo or HP PC built-in
- Many additional kiosk accessories are available

Features

- IP 65 Rated
- Screen uses an ambient light sensor to increase and decrease brightness when necessary to make it easy to read in all light conditions
- Internal heating / ventilation system to keep the PC at optimum running temperature
- Kiosk and its accessories are completely secured by a sophisticated locking mechanism

Certificates



Andersen Outdoor : Specification

- Display:** 19" with high brightness 1000cd LCD inc light sensor
- Touch Technology:** Zytronic
- Resolution:** 1.280 x 1.024 / Viewing angle 178° V/H
- Body:** Special anodized aluminum
- Finish:** Anodized aluminum and special powder painting for outdoor use
- Safety Locks:** Dirak safety lock system
- Dimensions (mm):** (W x H x D) 520 x 1828 x 210
- Weight:** Approx 90 kg
- Fixings:** Bolts set into a purpose-set concrete base. This base must be set at a depth of 80cm into the ground.
- Access:** Front opening panel for service-friendly maintenance
- Heating:** Internal heating / ventilation system

Andersen Outdoor Accessories

Item	
Andersen Outdoor	POA
PC – Fujitsu Industrial Kiosk PC (Dual core, 4GB Ram, 160GB HDD, Win7)	POA
Laminate – Full Front Laminate to Customer Design (Free 3D Mock Up)	POA
Accessories	
1. 80mm receipt printer – Zebra KR203 80mm Thermal Receipt Printer with Presenter + Paper Sensor + Bracket + PSU + Fixing Bracket	POA
2. A4 thermal printer – Zebra A4 Thermal Printer with Presenter + Paper Low Sensor + PSU + Bracket	POA
3. Chip and Pin – Verifone Secura C&P Pad + PSU + EMV Licence + All Metal Housing	POA
4. Keyboard – Anti-vandal Keyboard (Metal Keys & Trackball) + IP65 Rated Housing	POA
5. Small anti-vandal keyboard – More compact version of the standard Anti-vandal Keyboard (Metal Keys & Trackball) + IP65 Rated Housing – Good for use with Chip & Pin Pad or Printer	POA
6. Barcode Scanner – Metrologic Barcode Scanner USB + Bracket	POA
7. Insert Mag card reader – Track 1,2&3 manual insert Magnetic Card Reader	POA
8. Passport Reader (OCR Reader) – Captures details from passports swiped or held up to the Scanner depending on model	POA
9. Biometric fingerprint Reader – L-1 Enterprise Access Solutions, V-Flex 4G Biometric Fingerprint Reader with 60% faster matching speed than industry average and largest template storage capacity	POA
10. RFID Reader – Contactless RFID MiFare Reader + USB / Serial Interface + Bracket	POA
11. Change Mechanism – MEI 7000 + PSU + Coin acceptor + Coin Bag + Brackets	POA
12. Note Acceptor + USB Convertor + Bracket	POA
13. Phone – Telephone Handset Anti-vandal with Armoured Cable + Mounting Bracket + Interface	POA
14. Headphone – Anti-vandal headphone handset with Armoured Cable + Mounting Bracket	POA
15. Microphone – Omni Directional with 3.5mm Stereo Plug Connector	POA
16. Webcam – HD Camera	POA
17. WiFi – Wireless connectivity	POA
18. Second screen above – 19" LCD display used for rolling advertising/ customer attraction - second graphic card required	POA
19. Paint – Powder coated high gloss paint finish to any RAL colour	POA
Bluetooth (Dongle)	POA

Please ask for Trade pricing

Kiosk Re-seller Area

The Xen kiosk series has been upgraded with a new multi-function plate design. Each kiosk now has an interchangeable multi-function plate that fits flush to its front with a laminate to complete its stylish look.

Introducing the multi-function plate

This exclusive new design allows you to stock several kiosks in advance of orders with the comfort of knowing that they can be easily tailored to your customers' requirements at a later date. With greater flexibility in kiosk production, build time is faster for all parties which in effect will get the kiosk into the market quicker. Once in use a kiosk can be modified further at any time simply by removing the multi-function plate and replacing it with a new version.

How does it work?

The kiosk comes in two parts. Part A: the kiosk body complete with touch screen and part B: the multifunction plate which houses the kiosk accessories (printer, chip & pin, card reader, keyboard etc).

Part A The kiosk body



Part B Examples of Multi-function plates



5 Steps to order

- Step 1:** Multiple kiosk bodies are purchased by you and delivered to you in advance.
- Step 2:** You order the multi-function plates as and when required.
- Step 3:** We have several ready made plate designs to suit the main kiosk requirements. We fit the accessories to the multi-function plate according to your order and distribute to you.
- Step 4:** The plate with accessories built-in arrives ready to be fitted to the kiosk body. The plate is made with an easy to use locking mechanism that allows you to attach it to the kiosk in-house.
- Step 5:** You produce and fit a laminate bespoke to your customer to the front of the kiosk to complete the look.

Laminate Production - Design, printing and application

Our in-house design department can create bespoke laminate designs for your customers' kiosks and provide you with a 3d rendered kiosk image for you to present to your customer. Once you are satisfied with your laminate design it can be professionally printed and applied at your premises by an experienced laminate production team.

Example laminates

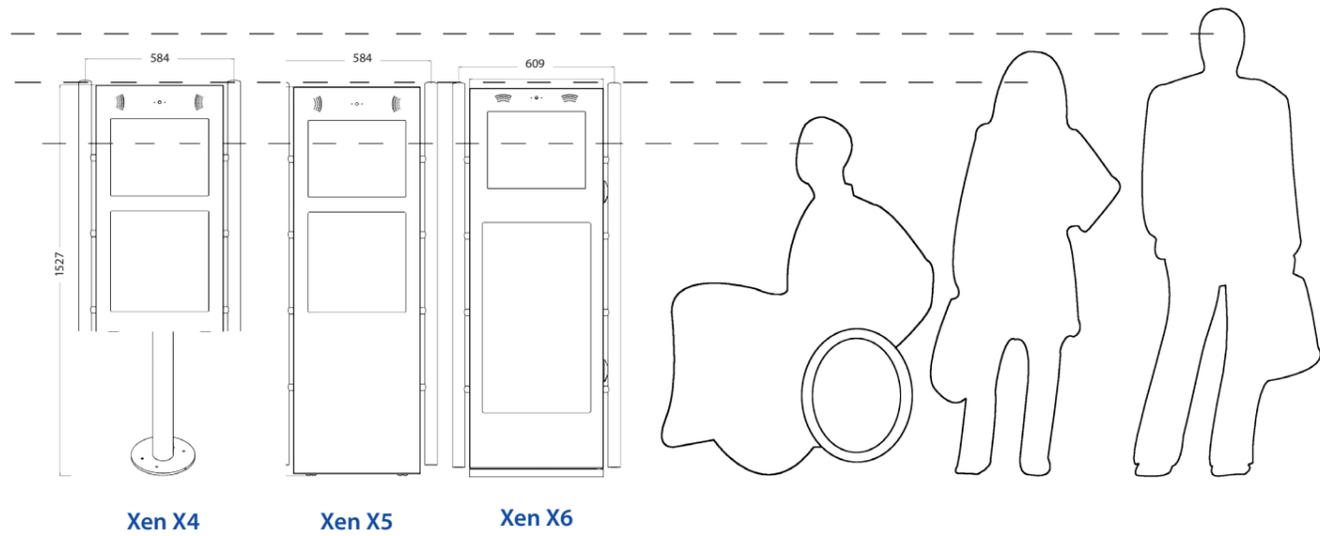


The finished products



Kiosk Height Guide

Kiosks



monitors



Geode 2: Overview

The Geode EPos monitor aka the 'GEM' has a glowing report card. Ticking all the boxes an Epos touch screen should it is feature rich, highly reliable and comes at an unbeatable price.

You'll often spot it transforming busy retail and hospitality till points into efficient, speedy, customer happy environments.

Description

- 15", 17" or 19" LCD screen
- 5 wire resistive touch screen
- Stylish housing with a slim black plastic bezel, a black plastic back cabinet and a stable black aluminium base

Features

- Highly durable - Scratch resistant screen and protection against dust and fluids. Screen front is IP54 rated
- Angle adjustment
- VESA standard versatile installation
- Cable Management
- Multiple ports for maximum connectivity

Item	
15" (USB & Serial)	POA
17" (USB & Serial)	POA
19" (USB & Serial)	POA

Please ask for Trade pricing



Geode 2: Specification

Display: 15",17",19" LCD TFT active matrix screen

Touch screen technology: 5 wire resistive USB

Resolution:

15": 1024 x 768 Max

17": 1024 x 768 Max.

19": 1280 x 1024 Max

Touch resolution: 4096 x 4096

Pixel Pitch: 0.294(H) x 0.294(V)mm Max.

Contrast Ratio: 600:1 (typical)

Brightness: 250 Cd/m2(typical)

Response Time: 16 ms (typical)

Display Colour: 16M

Effective Display Colour: 376.320(H) x 301.056(V)

Viewing Angle: (CR ≥10): 170(H) x 170(V)

Backlight: CCFL x 4

Lamp Life: 40,000(hr)

Stand Base: Tilt down: -50,Tilt up: +90

Mounting: 75 mm VESA

Touch connector type: USB and serial

Other Ports:

Analog: D-sub 15pin (VGA)

Digital: DVI-D

Audio In: 3.5mm

Scan Frequency:

H. Scan 31~80KHz, V.scan 60~75Hz

Audio Systems: 1W/per channel driver

Key Control: Power on/off with LED, Menu, Select, Adjustment (+, -)

Operation Condition

Temperature: 50°C - 350°C (410°F - 1400°F)

Humidity: 20%-80% (no condensation)

Altitude: To 10,000 feet

Storage Condition

Temperature: 200°C - 600°C (40°F - 1400°F)

Humidity:10%-90% (no condensation)

Power:15" - External adaptor, 17",19" Internal

Power Consumption: 48W

Power Management: VESA DPMS standard

Dimensions: (WxHxD)

15" 351 x 311.5 x 140 mm / 17" 392 x 381.5 x 180 mm

19" 438 x 417.5 x 180 mm

Carton Dimensions: 528 x 490 x 228 mm

Warranty: 3 Years return to base

Certification: ukC-UL, CE, ROHS, WEEE

Over 4000 Geode touchscreens supplied to
Sports Direct to help with their
fast paced retail environment



PCAP 22" : Overview

This multitouch chassis mount touchscreen is built for longevity in the harshest of environments.

Description

- 22-Inch LED monitor with super-fast response time
- Low reflection anti glare coating
- Up to 40% power savings over a traditional CCFL 22" monitor
- Ultra Fast 2ms response time

Features

- Highly durable industrial grade
- Multiple ports for maximum connectivity
- 1080p Full HD resolution with 16:9 aspect ratio for perfect image reproduction
- 30,000,000:1 MEGA Contrast Ratio



Item	
PCAP 19"	POA

Please ask for Trade pricing

PCAP 22" : Specification

Display: 22" (21.5 viewable) wide colour TFT (LED Backlit)
Active matrix LCD

Touch: Projective capacitive

Display Area: 18.7" horizontal x 10.6" vertical 21.5" diagonal

Native Resolution: 1920x1080

Contrast Ratio: 1000:1 *typ) 30,000,000:1 (dynamic)

Viewing Angles: 170 horizontal, 160 vertical @ contrast ratio

Response Time: 2ms (GTG)

Light Source: Long life, 30,000 hrs (min)

Brightness: 250cd/m2

Panel Surface: Anti-glare

Connectivity: 1 x VGA / 2 x HDMI / 1 x USB

VESA Mounting: [mm] 100 x 100

Dimensions: (W x H x D) [mm] 19": 465 x 314 x 67.6

Warranty: 1 year RTB

Safety and Ergonomics: LVD, CE, FCC, CB

Notes

touch screen PCs



Allure 19" 2 PC : Overview

The compact, powerful and ultra slim Allure 2 is the latest addition to the Protouch family.

Description

- Highly reliable Industrial grade touchscreen unit for the most demanding of applications
- Edge To Edge IP 66 Front
- Intel Celeron, i3, i5 Options
- 5 Year Warranty Available

Features

- Ultra slim, 70 mm thickness
- Beautiful design with edge to edge glass (No bezel - easy, hygienic cleaning)
- New multi touch touchscreen - Projective capacitive
- Powerful Intel Mobile Celeron B810 1.6GHZ with 4GB DDRIII (upgrade options available)
- 100mm VESA standard versatile installation

Item	
Allure -19 2"	POA

Please ask for Trade pricing



Allure 19" 2 PC : Specification

Display: 19" LED Backlight

Processor: Intel Mobile Celeron B810 1.6GHZ (upgrades to i3 & i5 available)

Chipset: Intel HM65

System Memory: 4GB DDR III (up to 8GB)

Graphic Memory: Share system memory 8 – 64MB

OS Support: Windows 7 Pro (XP Embedded, XP available)

Brightness: 350NITS

Maximal Resolution: 1280 x 1024

Max Colours: 16.7 Million

Touch Activity : 35 Million

HDD: 1 x SATA (2.5") HDD (SSD Upgrade available)

I/O Port Connectivity: 6 x USB 2.0, 4 x RS232 w/RI/5V/12V power (COM 1/2: DB, COM 3/4: RJ-48), 1 x D-Sub VGA, 1 x Line Out / Mic In, 1 x Parallel Port, 1 x LPT Port

Network: 1 x Gigabit LAN (Support Wake On Lan Function / 1 x USB WIFI Module with External Antenna)

Expansion: 1 x Internal Mini Card (full size Mini PCIe)

Speaker: 2 x 2W speakers

Power Adapter: 12v, 10A 120W Adaptor

Digital IO: 4 in 4 our

Water / Dust resistance : Front Panel IP65x IPX1 Enclosure certification

Dimension: W x H x D (mm): 446 x 377 x 70

Mounting: 100mm x 100mm Standard

VESA, comes with wall bracket

Optional Extras: Desk mount stand, desk or wall mountable arm, kiosk pole

Warranty: 2 year RTB (5 year upgrade option available)

SalesBuddy 3 : Overview

The Sales buddy is an Industrial grade all in one touchscreen PC, perfect for customer facing applications 24/7.

Description

- 15" TFT LCD Display
- Intel dual core fanless PC
- Ultra slim design
- 3 years warranty comes as standard with upgrade options available.

Features

- Highly reliable Industrial grade touchscreen unit for the most demanding of applications
- Multiple add on options
- Intel Atom D525 dual core processor
- 15" LCD w anti glare low reflection coating

Item	
15" SalesBuddy 3	POA

Please ask for Trade pricing



Certificates



SalesBuddy 3 : Specification

Display: 15" TFT LCD Display, 250 nits, 1024 x 768 Resolution

Touch screen technology: ELO 5-Wire Resistive Touch

Fan: Fanless

CPU: Atom D525 1.8 Ghz

Chipset: Intel ICH8M

Memory: DDR3 2GB, 4GB RAM optional

HDD: 2.5 inch 320 GB HDD

SDD: Optional Half-Slim SSD

LAN : 10/100/1000 Giga Lan

I/O Ports: 4 x USB 2.0, 1 x USB 2.0 on side Bezel, 1 x PS/2, 3 x COM Ports (2 x DB9, 1x RJ45)

Operating System: PosReady 2009, other options available

Accessories : Optional MSR / ibutton / Fingerprint / VFD / 2nd Display

Safety and Ergonomics: CE; TCO'03; TÜV ergonomics approved; TÜV GS; Energy Star; FCC Class B; PCT/Gost; UL/C-UL or CSA; ISO

Power Requirements: 72W Power Consumption

Adaptor: Internally built in

VESA Mounting: [mm] 100 x 100

Dimensions: (W x H x D) [mm] 17": 367.45 x 298.5 x 58.6

Kensington Lock: yes

Weight: [kg] 7

Shipping Content: -

Warranty: 3 year RTB

Protouch 19" WideTouch 2 : Overview

The Protouch 19" WideTouch 2 offers an industrial all-in-one, wide screen multi-touch display. From interactive marketing to backend industrial systems our unit is ideal for a wide variety of environments . Its slim, sleek design fits comfortably into compact environments yet offers a robust and technological solution.

Description

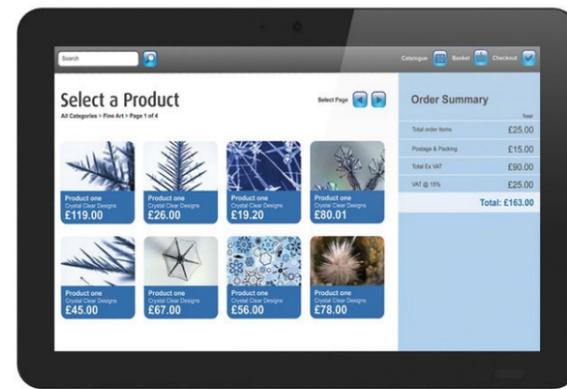
- HD Panel and 1080P media performance with 10 Point Multi-Touch
- Front panel IP54 dust & water proof with body IPX2 water resistant design
- Ultra slim design
- Built-in 1.3M Camera
- 2 years warranty comes as standard with upgrade options available.

Features

- Highly reliable Industrial grade touchscreen unit for the most demanding of applications
- Industrial grade demanding of applications
- IP54 & IPX2 Specification
- Multi-Touch capability

Item	
19" WideTouch 2	POA

Please ask for Trade pricing



Certificates



Protouch 19" WideTouch 2 : Specification

Touch screen technology: AMR Multi Touch for 10 Fingers

CPU: Intel D2550 1.86G Cedar Trail-D

Chipset: Intel NM10

Memory: SO-DIMM DDR3 4G

HDD: 2.5 inch 320 GB SATA HDD

Graphics: Intel CPU Build-in

LAN : Dual LAN

Connections: COM Port x 4 / USB 2.0 x 4 / GbE LAN RJ45 *2 / GbE LAN RJ45 *2 / DC 19V (AC Adaptor 19V/65W / VGA input connector x1)

Operating System: PosReady 2009, other options available

Accessories : Please speak with a member of our sales team to configure the widetouch to your exact requirements

Safety and Ergonomics: CE; TCO'03; TÜV ergonomics approved; TÜV GS; Energy Star; FCC Class B; PCT/Gost; UL/C-UL or CSA; ISO 13406-2 (pixel failure class II); MPR II/ MPR III; RoHS

Audio: Realtek HD Audio Codec ALC886Channel : 5.1 Channel

Power Requirements: 72W Power Consumption

Housing: Black

Adaptor: Internally built in

VESA Mounting: [mm] 100 x 100

Dimensions: (W x H x D) [mm] 17": 465 x 314 x 67.6

Kensington Lock: Yes x 2

Weight: [kg] 7.6

Warranty: 2 Year RTB (upgrades available to 5 years)

PKM software and Allure 19" touchscreens with barcode scanners helping **Lloyds Pharmacy** customers choose the right product

LloydsPharmacy

ColdSore Clear Advance

The Lloydspharmacy ColdSoreClear advance is an innovative and effective treatment that uses Red Light Therapy to speed up the healing time of cold sores by stimulating cell regeneration. It can be used when you first feel that tingling sensation or even after the blister appears.

Features:

- Proven to help treat cold sores fast
- Pain free
- Can be used from tingle to blister
- One-minute treatment
- Use three times a day only, to help reduce symptoms
- Quick, easy and convenient to use
- Uses red light therapy

Pack Contains:

- 1 x Lloydspharmacy ColdSoreClear Advance unit
- User Manual
- Please note requires 2 x AAA batteries (not included)

Product Code: 35498

[<< Main Menu](#)



£34.99

Other items you may be interested in

 Aloclair Gel 8ml £3.35 View Product	 Aloclair Spray 15ml £4.75 View Product	 Anbesol Adult Strength Gel 10g £2.89 View Product	 Anbesol Liquid 15ml £4.55 View Product	 Anbesol Liquid 6.5ml £2.59 View Product	 Biotene Oral Balance Saliva Replacement Gel 50g £7.69 View Product	 Blistex Relief Cream £2.79 View Product
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LloydsPharmacy

ColdSoreClear Advance

Proven to help treat cold sores fast

Pain free treatment to reduce the symptoms of cold sores

- Helps to treat from tingle to blister
- Speeds up healing time
- Use only 3 times a day to help reduce symptoms
- Quick, easy and convenient to use

20% off
when you purchase any electronic healthcare product



Lloyds

Blood Pressure Monitor

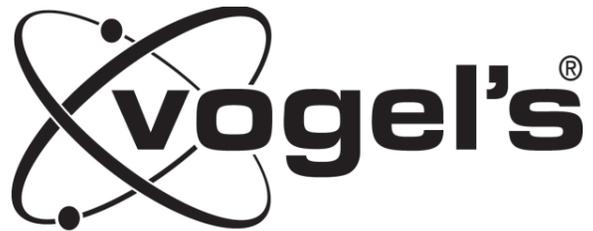
Accurately Monitor Blood Pressure

A convenient and reliable way to monitor your blood pressure

- Simple and friendly to use
- Accurate for home use
- Easy to use

Client focus

Vogel's, Europe's market leader in TV wall mounts, improved customer service with a touch screen version of its internet application tool called the Vogel's FlatscreenFitter®. We are distributing 10,000+ touch screens throughout Europe.



The brief:

Customers needed to pick the right mount for their TV. The problem is that new TVs come out all the time, requiring sales people in Vogel's retail outlets to be frequently provided with up to date lists of mounts. A difficult and time consuming task.

The solution:

An in-store 15" touch screen that provides customers with quick and clear advice about which screen mount is best for them. The customer selects their TV, by simply navigating the easy to use menu system and the system recommends the mounts that will fit. The customer can then take the correct mount from the shelf.

Software:

Our in-house software development team wrote a complete system which enables the unit to be updated every 2 weeks by a low cost USB stick. The data can also be downloaded automatically so Vogel's and its customers can view the enquiries. The complete solution including hardware, frontend software and backend CMS system was all supplied within 8 weeks by Protouch. As of going to press 800 stores have the Protouch system (Germany and Holland) with up to 10,000 planned over the next 3 years.

“Protouch's solution offers our reseller's, staff and customers an in-store product representative that is cost effective and practical in providing additional service. The Vogel's 'FlatscreenFitter Touch' assists both shoppers and resellers in selecting the right product and has led to positive results with respect to failed purchases and product returns and improving a customer's shopping experience.”

Patrick Theeuwes, Vogel's Trade Marketing Manager



10,000+ Sales Buddy touch screen PCs throughout Europe with:

- 15" shelf edge sales buddy touch screen PC
- Advanced software comprising of a frame work application, front end user interface and server application, with an off line USB updating platform.



Protouch Software

At Protouch we have an in-house software division, Protouch Services. Our team specialises in providing industry focused software that integrates key peripherals needed in business including chip and pin, receipt printers, card readers etc.

A multi platform software solution that works for Kiosks and Digital Signage to deliver powerful functionality. It means that your software requirements can be customised for you in a fast and economical way. Don't reinvent the wheel – choose a platform that is already proven with o2, Carnival Cruises, Lloyds Pharmacy and BIA.

Speed

Allows fast bespoke design of your application
Typically halves the time and project cost

Reliability

Knowing that your application will sit on a tried and tested platform
The backbone of your application is already done

Scalability

Allows you to expand your solution
Virtually unlimited number of kiosks can be supported

Minimal IT Impact

Already works with all major software platforms
Will work seamlessly with WEBSphere, Oracle, Microsoft SQL and SAP

Managed & Monitored

Managed and Monitored by a secure Web interface, designed specifically for you.
We can create bespoke dashboards so you can view key metrics that are important for your business

Partners



Want to know what our software can do for you?

Our PKM platform is an advanced application framework which allows efficient integration and development of many different applications.

Why not get in touch to have a discussion about how our software can help your project in further detail, and see how our platform and framework can help run your solution.



Protouch built a fully functional retail product adviser utilising our Protouch Multiglaze Capacitive touch screen monitor. The solution enabled O2 customers to browse through handsets and accessories in a bespoke and highly intuitive manner.



Vogel's the market leader for mounting solutions has utilised Protouch development services to create a solution that is being rolled out across Europe into 10,000+ retail outlets.



Marks & Spencer utilise Protouch software for interactive in-store kiosks for the promotion of VIP Day (Very Important Pedestrian) London, Oxford Street.

Support

Our dedicated in-house IT Support department and network of field engineers offers support services for our entire range of kiosks and touch screen solutions. This includes a first class helpdesk, return to base repairs and flexible on-site support options.

Free Help Desk

Over the phone support by our experienced touch screen and kiosk technical department.

- Available Monday to Friday, from 8am until 5pm
- In and out of warranty products, supplied by us or by one of our suppliers

Repairs

If you have a technical problem with any of our products we invite you to ship the item in question to us for investigation along with a valid RMA number. We will then supply you with a repair quote which will include return.

- Repair service for our in and out of warranty touch screen monitors, PCs and kiosks. Supplied by us or by one of our suppliers
- Includes sensor and controller replacement
- Available Monday to Friday, from 9am until 6pm and Saturday for urgent repairs
- Repair costs include: Investigation charge, labour, parts and shipping

Support Agreements

We offer support agreements that can include the following:

- Helpdesk support & call monitoring
- Next business day on-site response
- Customer specific loop stock (for monitors and PCs only)
- Product repair centre
- Management of equipment warranty
- Operating system support
- Infrastructure services
- Professional services
- 1 or 3 year agreements
- Cover 5 or 7 days per week
- Nationwide coverage UK & ROI
- European coverage.

Notes

Notes

Contact us

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protouch