



Ease of Control and Improved Customer Support for Automated Retail Vendor



ZoomSystems,
an automated
retail vendor
improved their
customer
support and
control thanks
to LogMeIn
Central



“Managing over 1,500 kiosks was becoming unwieldy and overwhelming. We needed a tool to provide visibility, troubleshoot customer issues, and provide security and control. Streamlining our processes was our driver for LogMeIn, I can’t imagine life without it.”

Christopher Chambers
Network Operations Manager
ZoomSystems



The Challenge

Connectivity

With each machine stand-alone and not connected to a central server that controls the system and software

Control

Automating updates, performing routine maintenance, and controlling user access

Customer Support

Visibility to troubleshoot issues and aid in the purchase process

The Solution

ZoomSystems deploys LogMeIn
across all of their kiosks

Instant Access

With consistent connectivity and
support

Reliable Support

With for deep customer visibility

Control

Automatic updates, maintenance
and user controls



One2Many
(Automated Task
Management)
to push updates



User Management
to limit access
and control

**Advanced
Central
features
including:**



**Windows Updates
and Anti-Virus
Management to aid
in PCI compliance**



**Reporting to
verify and install
software and
hardware**

1,500

Kiosks supported and
controlled with ease



4

Global regions
supported



Improved customer
experience and support
for key customers

Results

Consistency,
quality and
an improved
customer
experience



Seamless
Global
Support

Automated
Management

Fewer
Onsite Visits

Security
&
Control

Digital signage has become a critical piece of owning and running a business. From the ease of operating and consistency in message to the reduced costs and increase in sales, the adoption of digital signage is inevitable in the industry. With the use of POS terminals, digital signs and kiosks, brands can focus more on engaging creative, personalized in-store experiences, and seamless customer support, rather than logistical issues associated with traditional methods.



To learn more and sign up for free trial,
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