



# CUSTOM APPLICATION DEVELOPMENT

EFFICIENT DEVELOPMENT CYCLE  
SEAMLESS FUNCTIONALITY

KIOSK INFORMATION SYSTEMS CUSTOM APPLICATION DEVELOPMENT  
CALL TOLL FREE: 1.800.509.5471 OR VISIT US ONLINE AT [WWW.KIOSK.COM](http://WWW.KIOSK.COM)

# CUSTOM APPLICATION DEVELOPMENT ...

KIOSK's application development philosophy revolves around finding the optimal cost-benefit approach for each customer's solution set. An initial consultation extracts the desired kiosk transaction functionality paired with high-level customer experience objectives unique to the deployment. Within the early definition phases, KIOSK's in-house Software Engineering Team assesses opportunities to apply proven code assets gained from prior successful industry deployments. By first considering existing code modules and databases into the development cycle, and then adding only the necessary customized finish content, KIOSK is able to consistently minimize overall programming costs and timelines. From this initial discovery phase, KIOSK will recommend, quote, and manage one of three typical solution paths:

1. Customize existing core modules
2. Create entirely new in-house code
3. Assist customer's internal IT or third party development team

**DESIGN CRITERIA CONCEPTION**




*Duration: 1 week*

KIOSK starts with a high-level design criteria interview to guide the application requirements gathering process. Initial customer engagement and transaction requirements are outlined for each application module, including:

- Transaction behavior and component support needs
- Content elements and desired sequence flow
- API interface / integration documentation review
- Security and data storage
- Payment specifications
- User demographics and interface language(s)
- Creative branding / marketing needs
- Reporting requests
- Service and maintenance needs
- Success criteria metrics

From this consultation, KIOSK presents an initial client project schedule and cost estimate range.

**SYSTEM DESIGN**



*Duration: 2-6 weeks*

Following receipt of the customer development deposit order (authorizing the detailed system design creation), KIOSK launches the design phase with dedicated Development Engineers and Program Management team members. Comprehensive system design deliverables are created and reviewed with the client, soliciting and integrating iterative feedback cycles. This process results in a detailed Statement of Work (SOW), containing:

- Full screen content narrative & navigation
- Descriptive sequence / communication flow diagrams
- Descriptive application user flow diagrams
- Sample storyboard screen layout / graphics
- System remote monitoring capabilities, delivery points
- Component interaction / transaction processing provisions
- Application-specific QA procedures
- Refined program schedule and quote aligned with detailed scope

Upon completion and acceptance, the SOW serves as the mutually agreed upon framework for formal system coding to begin.

**HARDWARE RELEASE / APPLICATION DEVELOPMENT**



*Duration: 1-6 months*

After approval of the SOW, clients then place the overall program development order. Upon receipt, KIOSK purchases hardware components for development bench test kit to prove out system-level component functionality during coding. The testing hardware serves as a development and de-bug tool during design and pilot project phases. Ultimately, it facilitates parallel progress between Software and Mechanical Engineers, ensuring the shortest development cycle for a finished prototype.

Simultaneously, assets and authorizations are exchanged enabling KIOSK's formal coding launch:

- Developer access credentials for client information / system database sources
- Style guides / logos / creative input for correct screen design

KIOSK manages a consistent client communication cycle, integrating feedback on Beta Code design, functionality, and development timeline progress. During this phase, Quality Assurance (QA) procedures are developed for the customer-specific application.

**DEVELOPMENT REVIEW AND QA**



*Duration: 2-4 weeks each for UI Review and QA*

Following KIOSK's delivery of the Release Candidate Application, the formal client review cycle gets underway. This is typically conducted as a face-to-face meeting (alternately via web view). The application is shifted from the development bench test kit to the actual kiosk enclosure prototype for User Acceptance Testing. Together, KIOSK and the client conduct:

- Comprehensive use-case scenarios
- Complete transaction testing, validating component functionality
- Full QA test, in line with procedures defined in System Design
- Installation guideline review

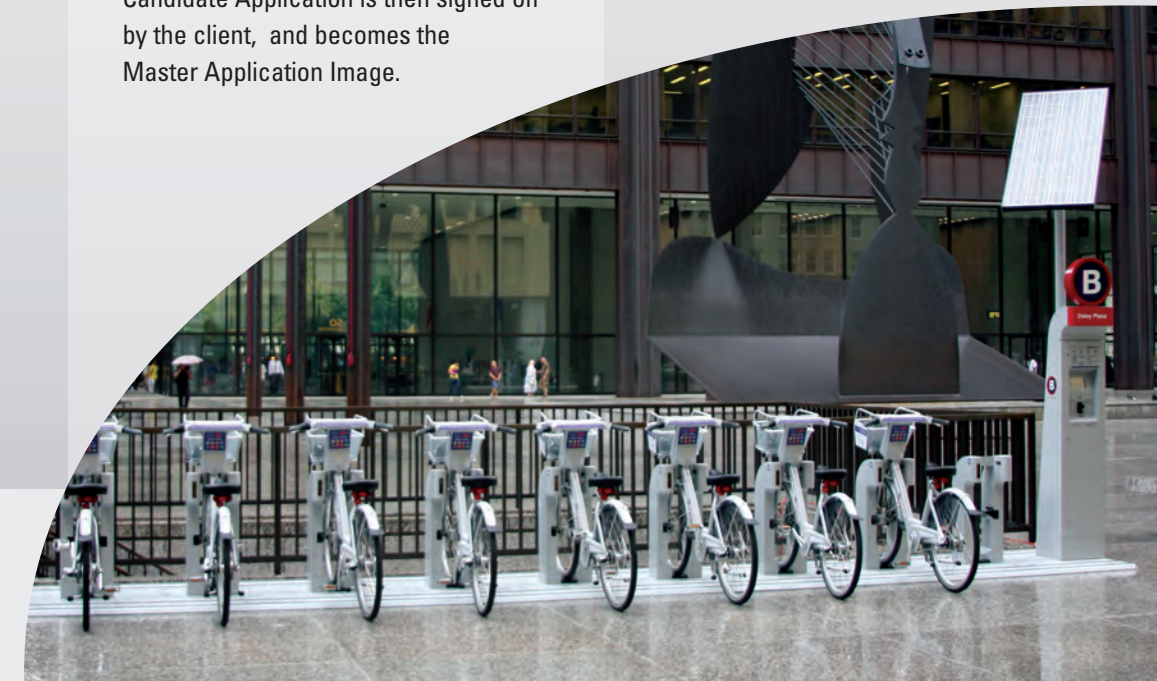
Client feedback received during the development review is executed, and re-tested until the entire application meets customer approval. The Release Candidate Application is then signed off by the client, and becomes the Master Application Image.

**PROGRAM DEPLOYMENT**



*Duration: Customer's choice*

Deployment can be executed independently, or by KIOSK professionals. Site preparation, installation, and on-site developer assistance are all readily available turnkey services. The Application Development Team remains intact to quickly resolve any post-deployment bugs that may arise. Post deployment support is an included service for an initial 30-day window following field placement. Application support service is available over the life of the project, and is contracted annually by clients who select extended support.



### **KIOSK QUICK INFO**

- **Founded in 1993 and headquartered in Louisville, Colorado, KIOSK Information Systems designs, manufactures, delivers and supports self-service kiosks.**
- **KIOSK is the largest producer of kiosks in North America.**
- **KIOSK provides design and manufacturing of both custom and standard model kiosks with successful deployments in virtually every self-service vertical market.**

*For more information about KIOSK's Custom Application Development, please visit [www.kiosk.com](http://www.kiosk.com).*

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