STEP 2

Determining Your Budget

Lilitab offers affordable tablet kiosk solutions for nearly every situation. Our team has more than 40 years of experience in kiosk and product design and we deliver exceptional customer service. As the only tablet kiosk company that is an Apple "Made for iOS" manufacturer, Lilitab is uniquely qualified to create custom kiosk solutions.

Our in-house engineering team designed our patented MagDOCK interface as well as our tightly integrated lightning credit card reader and custom MFI lightning cables. Lilitab supports most 10' tablets on the market, including all Apple iPad's, Microsoft Surface, Samsung and more. Our tablet and iPad enclosures can be customized with custom finishes, graphics and colors to help you promote your organization and deliver an impactful user experience in all settings.

Lilitab's offices are located in San Rafael, 20 minutes north of San Francisco across the Golden Gate bridge.

Once you've defined the goals for your kiosk project, the second step is determining your budget. A kiosk deployment project is just like all major projects—there's lots of areas to consider and even then, expenses can show up when least expected. Let's talk about how you can avoid any budget surprises.

HARDWARE

The type of hardware you'll need largely depends on your goals. Having a clearly defined vision of what you want to accomplish with your kiosk deployment will help to ensure you make the right hardware choices.

It's important to look beyond the initial cost of equipment and consider long-term value and ease of replacement. The cost of a single on-site service visit or a day of lost kiosk revenue can easily exceed the cost to replace a tablet and/or mount. As such, your decision-making should be driven by reliability and ease of replacement.

Our enterprise customers deploy with iPads in lieu of cheaper android devices. iPads are simply more reliable, easier to maintain and easier to replace (many android tablets only have a six-month shelf life and can't be reliably procured after initial release).

The Lilitab Kiosk System is designed to be future-proof—if your new tablet doesn't fit inside your kiosk, a Head Unit swap will get you up and running in no time.

LEASING

A great way to cover up front hardware costs is a leasing option with a negotiable monthly fee. The upside is that you can preserve your cash and credit line while your deployment gets up and running. In addition, lease payments may be deductible as an operating expense on tax returns as opposed to the depreciation and interest deductions that occur with financed equipment.

APP DEVELOPMENT

Of course, a successful deployment needs a custom, interactive app for quality customer service. Hiring a competent app developer with direct experience in your field is highly recommended. Once you have an app candidate, conduct at least one field test with extensive testing to ensure everything works as planned. One glitch could bring down an entire deployment!

In addition, if the kiosk will accept payments or handle other sensitive customer information such as medical records, it's critical that the software be in compliance with industry standards and be secure from hacking. Allowing sensitive customer data to be compromised could expose your customers to theft and identity fraud as well open you up to legal consequences.

If the expense of app development is too much, using a website that runs in a secure browser can not only save you money, but also save you on time by allowing you to get to a proof-of-concept up and running fast. Once you've proven your ROI is in the green, you can then consider developing a more responsive native app.

DEPLOYMENT COSTS

Deployment and infrastructure need to be carefully considered at the pilot phase. Do you need to conduct on-site surveys at each location to ensure power outlet are accessible along with good wi-fi access? If you're deploying more than one tablet, you should consider your network

infrastructure requirements. For example, what happens if 20 iPads all begin downloading a 2GB system update at the same time? There are ways to manage these issues with the correct equipment and MDM solutions, however those challenges need to be identified before you deploy so you can ensure you have an accurate budget.

Those issues, and others, can get even more complicated if your kiosk is placed in a remote location you don't own. You'll need to make arrangements for space, power and Internet access, and determine who is responsible for notifying the appropriate party if the kiosk malfunctions.

MAINTENANCE AND SERVICE COSTS

Let's fast-forward past your successful deployment and talk about maintaining your tablet kiosks. To ensure continuous operation, you'll need a way to monitor the kiosks plus be notified of any problems. There are several remote monitoring solutions on the market, some allow for remote troubleshooting, so if you're is lucky, many problems can be fixed from your office.

However, sometimes that's not the case and a visit from a service technician will be needed. Some companies may be large enough to afford in-house or on-site technical support staff, but most won't. If that's the case, it may be worth considering a service contract with the equipment vendor. Considering those technicians will be representing your brand in the field, it's critical they look professional and are able to resolve the issue quickly.

WE'RE HERE TO HELP.

To help answer these questions, it's important to work with a kiosk company that has the experience in knowing what to expect from a kiosk deployment project. We at Lilitab have over 40 years of experience in kiosk and product design. We've seen it all yet continue to drive innovation in the tablet kiosk industry. We can help guide you through a fail-proof kiosk deployment project ensuring all your business requirements are met. Contact us to get started.

Made for iPad