

*Transforming
Intelligent
Self-Service
with
Customer Journeys*

KMA  **x intel**
KIOSK MANUFACTURER ASSOCIATION
ACCESS & ADA CERTIFIED

NRF'26
RETAIL'S BIG SHOW
ASIA PACIFIC

Smarter Customer Engagement Across Every Touchpoint

The Kiosk Manufacturer Association (KMA) and The Industry Group (TIG) collaborate to advance self-service technology through education, standards, and industry intelligence. They support their partner companies like Panache DigiLife, Pantheon Lab, Storm Interface, and UST on Intel-powered customer solutions across digital ambassadors, self-checkout, drive-thru automation, and inventory management.

Their ecosystem spans autonomous vending, ATMs, digital signage, kiosks, intelligent shelves, and POS systems serving retail, QSR, and enterprise markets globally.

Main Journey

- Customer Engagement

Additional Journeys

- Frictionless Self-Service
- Smart Store Operations
- Seamless Checkout Experience

Device Category

- Autonomous Vending
- ATM
- Digital Signage
- Edge Server
- Kiosk
- Intelligent Shelf
- Point of Sales (POS)
- Self-Checkout

Use Cases

- Digital Ambassador
- Inventory Management
- Self-Checkout
- Self-Service Kiosk
- Drive Thru for QSR and Menu Boards

Smarter Customer Engagement Across Every Touchpoint

The Industry Group (TIG) ecosystem, in collaboration with KMA, showcases Intel-powered partner solutions spanning autonomous vending, digital signage, self-service kiosks, and POS systems that enhance customer engagement through digital ambassadors, self-checkout, drive-thru automation, and intelligent inventory management across retail, QSR, and enterprise environments.

Panache DigiLife

Panache DigiLife delivers comprehensive retail automation through IoT-enabled POS terminals and DIY kiosks powered by Intel® processors. Their modular self-service solutions feature capacitive touch interfaces, fanless architecture, and seamless integration with barcode scanners, payment systems, and thermal printers, enhancing customer engagement while helping to reduce operational costs across retail, hospitality, and enterprise sectors.

Pantheon Lab

Pantheon Lab's agentic public transport platform deploys multilingual, voice-controlled digital humans at transit kiosks, addressing 24/7 passenger demand amid staffing shortages. Built on Intel® architecture, the solution runs full inference on-device, delivering real-time wayfinding, ticketing, trip planning, and disruption support with secure fleet management across metro, rail, and bus networks.

UST

UST NAYAN delivers touchless foodservice checkout through AI-powered computer vision and voice interaction. Customers place items on trays for automatic SKU recognition, while conversational AI handles modifications, upselling, loyalty, and payment in one seamless interaction. Built on Intel® processors with edge AI inference, the platform serves quick-service restaurants, food courts, and cafeterias.



[Intel® Core™ Ultra Processors](#)



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[Intel® Xeon® 6 Processors](#)



Performance Improvements

- 13th Gen Intel® Core™ processors deliver computing power for demanding outdoor interactive applications.
- Fanless design operates reliably across wide temperature ranges with minimal maintenance requirements.
- Multiple 4K display support enables flexible multi-screen configurations in compact kiosk enclosures.

Municipal Outdoor Digital Signage Deployment

A systems integrator successfully deployed embedded computing solutions for a municipal outdoor digital signage project at a city center development, delivering wayfinding kiosks in challenging environmental conditions.

The project required reliable outdoor kiosks capable of continuous operation in varying temperatures while supporting multiple high-resolution displays for interactive wayfinding and community information.

The integrator selected industrial embedded PCs powered by 13th Gen Intel® Core™ processors. These systems featured wide temperature operation ranges suitable for outdoor environments, multiple 4K display output capabilities for versatile signage configurations, fanless designs that reduce maintenance requirements, and wide voltage ranges ensuring stable power delivery across different installation scenarios.

The deployment achieved reliable continuous operation with automatic recovery from power interruptions. The compact, rugged design enabled flexible installation in space-constrained outdoor enclosures while delivering quality visuals for visitor interaction.

The project demonstrates integration of industrial-grade computing in municipal digital infrastructure applications.

Company Profile

The Kiosk Manufacturer Association (KMA) and The Industry Group (TIG) are collaborative partners supporting the global self-service technology industry with complementary roles. KMA serves as the official trade association, advancing education, advocacy, and standards across kiosks, POS, digital signage, vending, and AI endpoints, ensuring cost-effective, consistent frameworks for providers and users.

TIG operates as an independent industry platform delivering news, research, and market insights, led by analyst Craig Keefner. Together, KMA and TIG promote accessibility, standards development, and innovation, supporting manufacturers, developers, deployers, and public sector organizations through education, research, and advisory collaboration.

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