

# SlabbKiosks and Education Service Center, Region 20

## Collaborate to Provide Educational Support through Kiosks

### THE CLIENT:

**EDUCATION SERVICE CENTER, REGION 20 (ESC 20)** is one of 20 regional education service agencies within Texas which assist school districts in improving student performance and increasing the efficiency and effectiveness of school operations. They are a non-regulatory agency with a collaborative and supportive relationship with the school districts. They provide the learning community with high quality, cost effective products and services.

### THE CLIENT'S NEEDS:

In 2010, the Center was looking for a solution to offer their clients online access. Despite previously using computers for this function, they realized it was not the ideal solution as it encouraged longer usage times and as a result clients missed important information provided in class sessions. They needed a solution that would provide a more efficient, faster way for workshop participants to review emails and register.

### THE SOLUTION:

Six (6) customized X6 kiosks (sit down model) that include:

- 19" LCD Monitor
- Protective Glass Display
- Keyboard and Trackball for Data Entry/Input
- Vandal-Resistant Powder Coat Finish over a Steel Enclosure
- Dell 790 PC
- Internet Access
- ADA-Compliant Design
- 3 Year Warranty

### BENEFITS:

The kiosks have provided:

- ⇒ Daily usage by the Center's clients, as they provide an efficient way to access the internet and register online
- ⇒ Due to shorter usage times per person, more clients have access to the kiosks than before when computers were used

### ADDITIONAL SERVICE BENEFITS:

The high usage by students registering for courses, checking grades, and instructor updates put even the toughest kiosks to the test. When ESC 20 contacted SlabbKiosks about an issue with one of the kiosks there was no hesitation to assist even though the kiosk was no longer covered under a three (3) year warranty.

Marcin Urban, Product Development and Support Manager at SlabbKiosks, was able to find the order and work with the engineering staff to ensure that (the screen?) issue could be resolved with a quick part swap. Unfortunately parts can change or be discontinued over time, however, SlabbKiosks maintains all of its own technical drawings and was able to pull the right drawing to replicate the part for a perfect OEM fit. It was an inexpensive fix to keep, what could have been a more expensive cost to replace the kiosk, serving the faculty and students of ESC 20.

