Self-positioning Kiosks

The problem with self-service

Self-service kiosks save money for businesses. Customers, anxious to avoid long lines, are willing to put up with them. But in their current form, they can be quite frustrating. Kiosk designers have to decide where to put them. But we humans come in all shapes and sizes. Every person has a different reach. A position that is comfortable for one person may be strenuous for another person. Sometimes, it is not just strenuous but simply impossible to reach.

Wouldn't it be nice if the kiosk was smart enough to position itself into our 'comfort zone' just by looking at us?

Solution

We use a combination of AI-powered machine vision, sensor technologies borrowed from self-driving cars, and robotics, to create such a self-positioning kiosk. It can see us, measure us, and autonomously move itself to the right location, solving the twin problems of frustration and accessibility in a novel way.
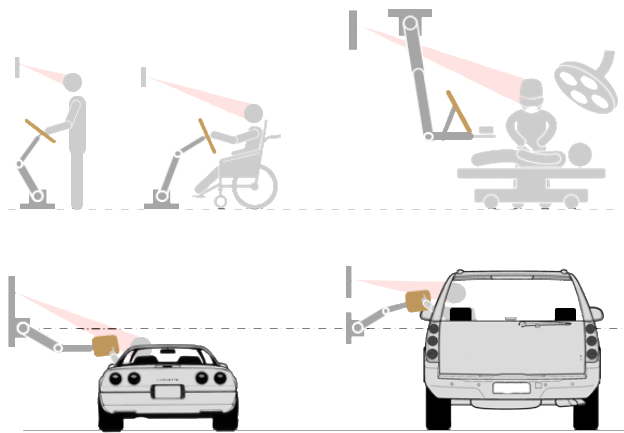

Figure 1 Some practical applications of the self-positioning kiosk.

The immediate opportunities are in areas where self-service could drastically reduce cost and time, but has been difficult or impossible till now e.g., a fast-food drive-thru where people drive up in different types of vehicles. Adaptive kiosks can make self-service drive-thru a strain-free reality, along with significant savings in cost, benefiting both businesses and customers.

Our competitive advantage

For a self-positioning kiosk to be of practical use, it must be able to offer real business functionality, like ordering, or checking-in etc., and these must be integrated with the positioning logic to detect end-of cycle, error-handling, etc. It just so happens that we have developed our own multi-function self-service kiosk which gives us a head-start, allowing us to offer turn-key solutions, fully integrated, as well as hosting third-party kiosks. Having our own self-service platform, built on a powerful and flexible stack, will let us create a complete business-ready solution in the shortest time possible and allow us to start earning revenue at the earliest possible time.