

BOSCH Security & Safety Systems

Knowledge Kiosk Platform v2.0

Introduction

Bosch Security and Safety Systems Engineering department uses knowledge kiosk platform where they share essential information about the company work progress as well as event photos and celebration pictures. Currently knowledge kiosk serves as an internal website accessible through the large touch screen display in a shared space such as the coffee corner. This setup allows team members to engage with the platform regularly while sharing company project information and discuss about it. The platform currently facing some issues with the way it works and flows the information. The platform is lacking responsiveness and stability and user friendliness. For this reason the platform requires improvements and updates on it's current features to serve the better need s of its users and encourage users to interact with the platform more often.

Problem Statement

The current knowledge kiosk suffers from critical inefficiencies in user authentication (single-user access), a cumbersome file upload/display process, poor UI/UX (slow navigation, unresponsive interface), and reliance on a local hosting setup that limits remote access and scalability. These issues hinder multi-user collaboration, reduce productivity, and prevent system expansion across the client's branches. Additionally, the client seeks cost-effective, secure hosting solutions without recurring fees and desires improvements that retain the flexibility of their existing PowerPoint-to-PDF workflow while modernizing the system's architecture and usability.

Main research question

How can the kiosk platform be redesigned and deployed—while addressing authentication, file display, and user experience constraints—to support a robust, multi-user, and easily maintainable solution that aligns with the client's security, cost, and usability requirements?

Sub-research questions

How can the authentication system be redesigned to support concurrent user access while integrating role-based controls?

How can the file upload and display process be optimized without removing the client's preferred PowerPoint-to-PDF workflow?

What UI/UX improvements will enhance system responsiveness, navigation, and information readability?

What cost-effective, secure hosting solutions align with the client's infrastructure and security requirements?

Target audience

Primary Users: Employees interacting daily with the system (e.g: staff using the touchscreen for data entry/viewing).

Decision-Makers: Client stakeholders prioritizing cost, security, and feature requirements.