

# HOWARD TECHNOLOGY REAL SOLUTIONS

## CUSTOMER TESTIMONIAL

Howard helps Beebe State's IT helpdesk by installing three custom, interactive, touchscreen kiosks



Arkansas State University Beebe

### Campus Kiosk Uses:

- Appointment check-in
- Bill payment
- Building directories
- Change Security E-mail Address
- Check schedules
- College recruitment
- Course catalogs
- Digital signage
- Event calendar
- Find/Verify your NetID
- Manage meal payment plans
- Pay parking tickets
- Printing
- Queuing for student services
- Set/Reset Passwords
- Special Announcements
- Student ID validation
- Ticketing
- Way finding and navigation

Kiosk automated and self-service processes save time and money!

### Customer Profile

Arkansas State University-Beebe is a public two-year college system located in central Arkansas, with its flagship campus in Beebe, Arkansas. It was founded in 1927 as the Junior Agri School of Central Arkansas and became a branch of Arkansas State University in 1955. ASU-Beebe, which has programs that operate in Searcy AR, Heber Springs AR, and on the Little Rock Air Force Base, is the oldest two-year institution in Arkansas.



### New Self-service Kiosks for IT Helpdesk

The use of kiosks on college and university campuses across the U.S. is steadily increasing, providing access and support services to students, faculty, and staff.

Recently, Howard Technology Solutions installed three easy-to-use, interactive touchscreen kiosks at ASU-Beebe for use at their IT department's helpdesk location. The new kiosks will, in effect, extend helpdesk hours by enabling users to check schedules and reset passwords at any time.

Howard representative, Shane Knight explained, "Kiosk self-service functions are a great way to reduce the strain on a school's frontline staff, because students can access what they need and take care of business when it is convenient for them."

*"We are very pleased with the results Howard was able to create with just a few emails and phone calls.*

*The kiosks have been a big help when dealing with walk-in traffic.*

*We no longer need to find an open computer to make sure the student can login properly.*

*—Ralph McMenamin  
IT Services  
Technology Manager*



### Digital Signage

Create, manage and deliver messages, media, and alerts to displays, desktops, smart phones and RSS readers around the clock. Advise, educate, and even entertain a wider audience in a matter of seconds. That is what you can do with Digital Signage. It is an effective, affordable method of communication that can be updated quickly and easily to reflect the very latest information, making it ideal for broadcasting news items, advertising upcoming events, and dispatching emergency instructions. Every day more and more campuses are finding ways to benefit from this increasingly affordable technology, and the possibilities are endless.

The reception area says a lot about your school, so it's important for it to have a welcoming atmosphere. And while comfortable seating and creative student displays do a lot for the feel of this space, technology can improve its functionality. For instance, way-finding kiosks help direct the flow of visitors, digital signage can be used to display important information and advertise special events, and charging stations can help keep everyone connected.

### Wayfinding Kiosks

Help students and visitors get from point A to point B, and all places in between, with Howard interactive way-finding kiosks. Howard kiosks employ premium software to ensure that campus visitors have the maps and directories they need to get where they want to go—to locate entrances and exits, track down facilities and services, such as elevators, restrooms, and exhibits. Self-service kiosks also help to ease check-in processes and identify peaks activity times to ensure appropriate staffing.



## HOWARD™

TECHNOLOGY SOLUTIONS

Howard Technology Solutions is a division of Howard Industries, a billion-dollar, privately held company headquartered in Ellisville, MS. We design and build custom desktops, notebooks, servers, and kiosks, and offer over 300,000 brand-name products. From distance learning and interactive classroom products to mobile presentation carts designed to focus on flexibility, organization, and security, we're here to assist you in creating the optimum learning environment. In fact, we're with you every step of the way, from purchase and delivery to installation, management, and servicing by experienced, industry-certified technicians.