

[Home](#)[KIOSK.COM](#)[Today's News](#)[GET A BID !](#)[Subscribe](#)[Back Issues](#)[Kiosk Buyers Guide](#)[Archives](#)[Events](#)[Classifieds](#)[Research](#)[Billboard](#)[Kiosk Awards](#)[Talk Kiosk](#)[Search](#)[Take Survey](#)[KIP](#)[Media Kit](#)[About Us](#)[Contact Us](#)[Case Applications](#)

## HR KIOSK:

# A Simple Solution for Human Resource Management

*One of the most popular applications for kiosks these days is for HR self-service. Whether their employees work in manufacturing plants, retail stores, or transportation centers, companies of all types are discovering that HR self-service kiosks are the best way to connect with an otherwise disconnected workforce.*

HR managers around the country understand that human resource management isn't the same as it used to be. The old, cumbersome paper trails are giving way to automated electronic self-service. If you've made the investment in a web-based HR infrastructure and still need a way for employees to get into the system, then think about the quick and cost-effective options provided by a HR kiosk solution.

### Why is a HR Kiosk Solution Something Worth Looking at?

Accessing human resource information from an office PC or home computer seems obvious enough, but what about those employees who have access to neither? Whether they're on the warehouse floor, cafeteria or other centralized area, a self-service HR kiosk can allow employees without readily available access to a computer to get the human resource benefits you've invested so heavily in.

Kiosk technology expert Peter Berens, who works for the kiosk solution provider Apunix Computer Services, pointed out, "Many service industry companies have large pools of employees who are un-desked. These employees do not have fair access to the same information as those with access to the corporate web site. A HR kiosk can be used to level the playing field."

### Seeing the Purpose at Interface Value

It's no doubt that any given company's most important commodity is its' employees. Employees drive the company goals by recognizing and fostering the growth of revenue, and by adding value for the company's customers. Being so important to the success of the business, the employee must have convenient access to the benefits that entice them to perform at their fullest potential. Kiosks are an excellent means to empower employees and provide the resource support they depend on.

In a report published by the kiosk software producer Netkey (full report link available at the end of this article), the company pointed out, "The high cost of HR communication is clearly one of the key driving forces in the growing use of HR self-service solutions. Servicing employee needs for accurate, consistent, and up-to-date information can be complicated when workforces are spread across far-flung locations. Many companies have found a solution to these challenges in HR self-service technologies."



HR Screenshots provided courtesy of Apunix Computer Services



The HR variety of kiosk offers value by providing an opportunity for employees to keep current on the corporate message, programs and rules. "For example, there can be video clips of information from the higher management. There can be event calendars that show what training is available for employee advancement. They can register at the kiosks for corporate events like seminars on safety or employee benefits. Changes in company rules or policies can be easily disseminated at the kiosks," said Berens.

Seeing a self-service kiosk at face value, it may be hard to determine the true value proposition. But, employees and human resource departments around the country are turning to the interactive-screened terminal not only for convenience, but also for proven cost savings.

### Where Do the Cost Savings Come From?

The kiosk can save money by automating employee benefit selection and change of benefits such as health insurance coverage or retirement (401K) investments. This saves staff time (potential staff reduction) as these items historically needed to be handled by a person. The employee may also be in a different building or facility and thus causes a loss of work time as well when they have to travel to meet with live hr personnel.

Employee scheduling, where employees change their work schedule, view their work schedule, or request time off, can lower costs, too. By automating scheduling it decreases costs, as there is less surprise absenteeism (people who unexpectedly don't show up to work), and allows the employee resource managers to be more careful and accurate in allocating these schedules.

Employee retention is one of those intangible cost savings when you consider the cost of employee turnover. The better you are able to retain employees, the less costs there are with re-training. The kiosks make corporate communication and corporate services available to all of the desk-less employees and, if delivered correctly, should result in longer employee retention.

### Types of Employee Services at the HR Kiosk:

- Employee Benefit selection and change  
Health Insurance  
Retirement (401K) investments
- Employee Scheduling  
Change Work Schedule  
View Work Schedule  
Request Time Off
- Change of Information  
Addresses / Telephone Number  
Adding Family Members
- Enhanced Security  
Identification

### The Future of HR Kiosks

A web survey conducted by KIOSK Magazine last month revealed that self-service HR is poised to be one of the most rapid-growing areas of kiosk technology in 2003. An expected 28% growth in the deployment HR system will occur annually through 2005. The two largest sectors integrating kiosks as part of their HR program are healthcare and manufacturing.

The new anticipated services available from HR kiosks in 2003 include a whole host of added functionality. This list includes: corporate news and events messaging, two-way communications including corporate e-mail and discussion group capability, and the ability to collect employee feedback and suggestions.

### Recent Case Applications

The New Haven, CT-based hospital Saint Raphael has initiated a successful program of self-service informational kiosks aimed to support employees located in non-office work areas, using software created by Netkey.

Saint Raphael's, an academic health science center affiliated with the Yale University School of Medicine, is using its kiosk program to bridge the "digital divide" between those employees with access to Internet services and those

without. Their environmental and dietary service employees do not generally use computers during the course of their workday, but can use the kiosk to access the Hospital's Intranet and other Web-based employee programs. The kiosk program was also aimed at supporting compliance across a range of mandated healthcare accreditation programs.

Looking to assist workers seeking to stay on top of mandatory health policy issues, the first two new kiosks were put in place last year. Each installation was employee-friendly, even for those with limited computer skills, and capable of reliably bringing Web-based content and information to staffers via touchscreen self-service technology. The kiosks were placed in the environmental services group's management areas, including one outside the food service manager's office.

Management's secondary goal was to extend access to the organization's Intranet for HR self-service via the kiosks, in a manner that was easily upgradeable and which supported its "Think Safe" hospital safety training initiative. Features on the intranet included mandatory public health and safety courses, hospital policy information, as well as commonly requested information such as internal telephone numbers, benefits, and everyone's favorite: the menu of the week for the hospital's cafeteria.

"One year later, compiled data and management feedback demonstrate that the self-service kiosks are clearly a welcome addition by our staff," said Ed Maloney, director of application delivery, Information Services Division of Saint Raphael's. "Without the kiosks, many of our most valuable workers in environmental services would be cut off from important healthcare and safety updates. "

Another recent HR kiosk application is the project being done for Coca Cola. The Coca Cola Company contacted the kiosk manufacturer CeroView to assist them with their HR kiosk project.

In the Pilot stage they strategically placed 6 kiosks from CeroView (**Philae** model with Custom color choices and adhesive sign kit to conform with The Coca Cola brand) throughout their Atlanta offices. Coca Cola staff compiled their application using Netkey. The kiosks are being used to provide an avenue for staff members to access the Coca Cola Intranet including emails, lunch menus, stock information and other company information. The project pilot has been successful and is expected to expand in the near future.



**Coca Cola has several kiosks that allow employees access to the company Intranet. Image provided courtesy of CeroView**

Another hospital electing for kiosks is Providence Alaska Medical Center, which has 13 sit down kiosks manufactured by Colorado-based Kiosk Information Systems (KIS). The hospital is using the kiosks for their employees that do not have access to a PC, such as nurses, Med Techs, and janitorial staff. The kiosks are located in private employees areas that can be accessed at whatever time is most convenient for the employee.

These particular kiosks have incorporated a swipe style barcode scanner so employees can swipe their employee id cards and get direct access to their employee page. Once at the employee page, the employee can search out information on their 401K, or on other information such as sick days vacation. The kiosks use touchscreen technology and a vandal and waterproof keyboard and trackball, as well as an 8.5" wide thermal printer to print any personal information and take it with them. This program has been in place for over a year now and has been judged very successful by the hospital.

