## Case study: Self-service for customer loyalty







Client: Rank Group (Grosvenor Casino)

**Project: GS1 customer loyalty enablement** 

Why:

To allow for a unified customer loyalty experience anytime and at any location.

### **Highlights + challenges**

50

casinos rolled out

150+

**KX-100 kiosks installed** 

Rollout completed in 6 weeks

Client specific product customisation

3 year on-site kiosk support

Find out what we can deliver for you, call us 01844 264000



# Solutions provided for the project



#### **Professional services**

- Gold Image Creation
- Deployment tool process definition via SCCM



#### **Hardware selection**

 BOX KX-100 22" Self-service kiosk, integrated MSR, barcode scanner and additional A3 marketing poster board



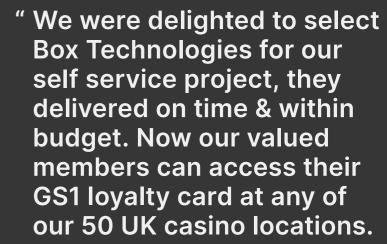
#### **Managed services**

- Implementation services
- Technology staging & configuration
- Project management
- Procurement & supply chain management
- Warehouse & logistics



#### **On-site Maintenance**

• 3 year, NBD on-site kiosk maintenance



Maddie Robinson, Loyalty & Rewards Manager

boxtechnologies.com