Central by LogMeIn

ZoomSystems

Control and customer support made easy for automated retail vendor.

zoomsystems

- **Industry:** Technology

- **Headquarters: San Francisco, CA**

- **Number of employees:** 201–500

"Managing over 1,500 kiosks was becoming unwieldy and overwhelming. We needed a tool to provide visibility, troubleshoot customer issues, and provide security and control. Streamlining our processes was our driver for LogMeIn, I can't imagine life without it."

– Christopher Chambers, Network Operations Manager, ZoomSystems

Challenge

ZoomSystems runs and supports automated self-service retail stores globally to provide the convenience of online shopping with the immediacy of traditional retail. Their customized kiosks are located in airports, malls, and retailers and clients include Best Buy, Proactiv, Benefit, Amazon, Essie, and Nespresso. ZoomSystems was challenged with:

- **Connectivity:** Every machine is connected to a central server that controls the system and software
- **Customer support:** Visibility to troubleshoot issues and aid in the purchase process
- **Control:** Automating updates, performing routine maintenance, and controlling user access

Solution

With LogMeIn Central, ZoomSystems deploys LogMeIn across all of their kiosks for instant remote connectivity, reliable customer support, and proactive maintenance. In addition, ZoomSystems uses advanced features like: One2Many (Automated Task Management) to push updates, User Management to limit access and control, Windows Updates and Anti-Virus Management to aid in PCI compliance and Reporting to verify and install software and hardware.

Results

Central allows for consistency and quality in ZoomSystems' customer experience. Central's business impact for ZoomSystems is clear:

- Increased flexibility with seamless support for kiosks across the US, Canada, Europe and Japan
- Automated management to avoid intensive software engineering processes on each machine
- Improved customer kiosk experience with limited onsite visits, while maintaining security and control for ZoomSystems