

## iKey and ITS sweeten the job for Nestlé's HR department

### the**overview**

Beginning in early 2007, iKey, LTD worked with ITS Enclosures to provide ITS' client Nestlé with 175 human resource kiosks for employees. ITS chose to use iKey's DU-5K-OEM keyboard with integrated HulaPoint™ pointing device because of the durability and success demonstrated in previous collaborations with iKey.

Over a year later, the project is considered a marked success. The keyboards and kiosks have proven themselves durable and easy for the employees to use, with less than a 3% failure rate, and Nestlé's HR department has enjoyed a steep decline in unnecessary phone calls from employees.

### the**problem**

Multinational food company Nestlé found that the company's human resources team spent a high percentage of time attending to routine requests from employees, such as changes to W4 forms, inquiries regarding vacation time, and other simple issues. The HR department determined that many of these inquiries could be handled individually by the employee, given appropriate access.

To provide this access, Nestlé turned to industry leader ITS Enclosures to manufacture HR kiosks for employee use. The kiosks would provide access to individual employee information, such as tax documents and vacation logs, as well as company information such as company news and internal job openings.

Nestlé hoped that ITS' kiosks would entice employees to handle simple personal requests directly, rather than calling the HR department for assistance.

### the**challenge**

Tasked with the development of Nestlé's new HR kiosks, ITS focused on the central factor in the project: durability. With hundreds of potential users a day, each of the 175 kiosks must be rugged enough to handle spills, bumps, and constant repetitive use in a busy, uncontrolled environment. Additionally, the components must be resistant to theft, vandalism, and other property concerns.

Secondarily, the kiosks have to be user-friendly and accessible enough to attract company employees who might otherwise call the HR department for assistance with routine concerns.

### the**inputissue**

Key to meeting the central concerns of durability and user-friendliness was the selection of an industrial keyboard and pointer.

ITS recognized that a sealed industrial keyboard and pointer would be necessary to stand up to the environmental concerns of a high-traffic kiosk. The input devices would have to be waterproof, easy to clean, and difficult to steal or vandalize. Additionally, they would have to be reliable under regular, heavy use.

So ITS turned to iKey, LTD, a leading manufacturer of industrial keyboards with a ten-year history of providing ITS with high-quality rugged computer peripherals. Past successful projects demonstrated that one of iKey's NEMA-4X industrial keyboards would be an ideal fit for Nestlé's kiosks.

*"After comparing a number of input device options we felt that the IKey DU-5K was the most durable and provided the greatest value for this project"*  
*Karl Jackson, ITS*

## theinputissue cont.

iKey's industrial line of NEMA 4X-rated products includes desktop, panel mount, and OEM keyboards and pointers in a variety of sizes and layouts. For Nestlé's HR kiosk's, ITS selected the DU-5K-OEM, one of iKey's most popular silicone rubber keyboards.

The DU-5K is fully sealed to NEMA 4X (IP 65) standards and includes a built-in HulaPoint™ pointing device, which works like a small joystick. Because the OEM version would be built directly into the kiosk, it would be theft-proof as well as durable, waterproof, and user-friendly.

## thesolution

Having compared iKey's DU-5K to competitive keyboards and determined that it was the best input solution, ITS recommended the keyboard to Nestlé as part of the comprehensive kiosk solution, and Nestlé agreed that it was the best choice.

Once the tactical decisions had been made, ITS went to work constructing the 175 HR kiosks requested by Nestlé. Each kiosk was carefully designed to meet the self-serviceable needs of Nestlé employees who might otherwise be calling the HR department.

The completed kiosks were stationed in the cafeteria areas of Nestlé's plants, where they were highly visible to and easily accessed by employees.

## theassessment

Almost a year and a half later, the Nestlé HR kiosk initiative has proved itself successful in several important ways.

Employees are happy to utilize the kiosks for personal HR issues and find the kiosk, keyboard and HulaPoint™ easy to use. Due to ubiquitous use of the self-serve kiosks, employees are making far fewer calls to HR regarding simple issues like vacation time. The HR department has seen such a drastic reduction in unnecessary calls that it has been able to reassign 10 of the 14 people who once responded to these inquiries. Those 10 people can now concentrate on more specialized HR activities.

Additionally, the kiosks themselves are standing up to the high traffic, heavy use, and other environmental challenges. The reported failure rate is less than 3%, and the enclosures are easily cleaned and maintained.

## thebackground

iKey has provided ITS Enclosures with consistently high-performing computer input devices for over ten years. The dependable service, consistently superior quality, and fair pricing iKey offers has encouraged ITS to regularly recommend iKey products to their valued customers, and the two companies enjoy a history of successful projects and highly satisfied customers.

**About iKey, Inc.** iKey designs, manufactures and sells sealed, rugged keyboards for industrial, kiosk, public safety, medical and military environments. A pioneer in its industry since 1989, iKey is known as an innovator of industrial computer peripherals. For more information, visit [www.ikey.com](http://www.ikey.com).

**About ITS Enclosures** ITS is a designer, manufacturer, OEM and reseller of enclosures and enclosure components. Based in Mt. Pleasant, Pennsylvania, ITS has provided durable electronic, computer and network enclosure solutions since 1985. For more information, visit [www.itsenclosures.com](http://www.itsenclosures.com).