



# e.dis

## Case Study - E.DIS

Process optimisation in companies also involves improving internal communication. E.DIS Netz GmbH uses centrally located digital employee terminals for this purpose. Employees and visitors can currently use the terminals at eight different locations in Germany.

## About Project

E.DIS Netz GmbH has introduced central digital employee terminals at eight locations in Germany to improve internal communication. These terminals offer general information such as safety notices and job postings, as well as password-protected areas for personal employee data and tools for room and vehicle booking. The content varies by location, with location-specific booking information provided through web automation. SiteKiosk Online ensures operational security and data protection.

E.DIS GmbH quickly found that the terminals were well received and utilized by employees, with the desired optimization effect clearly evident. Thanks to the versatile use of SiteKiosk Online, E.DIS GmbH has already increased the number of terminals in use.

### About E.DIS GmbH

E.DIS AG with its subsidiary E.DIS Netz GmbH is one of the largest regional energy grid operators in Germany. With around 2,500 employees at over 40 locations, E.DIS is also one of the largest employers in Brandenburg and Mecklenburg-Vorpommern.

## The Objective

The aim of employee terminals is to create centralised information points that are accessible to everyone in order to improve internal communication within the company.

With SiteKiosk Online, secure and comprehensive employee terminals can be realised that have a positive influence on the internal communication process in companies.



Figure 1: Home page employee terminal – Herzlich Willkommen in Falkensee

## Implementation and solution

The user interface of the E.DIS GmbH employee terminals can be divided into two areas:

The guest area (see Fig. 2) is freely accessible. Clicking on the green button labelled 'Guest' takes you to the guest area. General certificates and safety instructions are available here. Visitors can find out about correct behaviour in the company. Job advertisements and access to the guest WiFi are also provided.



Figure 2: Guest area with public information



Figure 3: Employee area with sensitive content

Defined variations allow different content to be displayed depending on the location. Each terminal at the eight different locations displays different content. The terminal at the Falkensee location, for example, displays a text field with the content 'Welcome to Falkensee' and contains location-related data and information in the 'Safety instructions' (german: Sicherheitshinweise) and 'Menu' (german: Speiseplan) areas. The terminal in Potsdam displays the text 'Welcome to Potsdam' and the specific location information. Variations can be set and determined with little effort within SiteKiosk Online.

The employee area (see blue box in Figure 1) contains data and information that is only accessible to employees. This part of the application is password protected. As soon as this button is clicked, the employee must enter their personal password, after which they can access the data contained there.

With SiteKiosk Online, sensitive areas in applications can be secured with a password prompt.

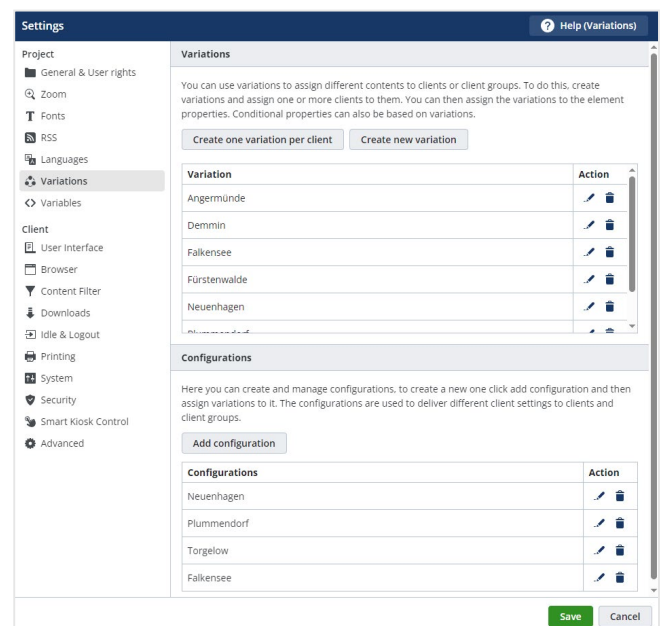


Figure 4: Insight into the location variations within SiteKiosk Online



## Integration of external software via web automation

In addition to a fail-safe system, SiteKiosk Online also provides protection against manipulation: Touchscreen displays entail an increased risk of break-outs due to their active operation. Thus, it is possible to break out of the actual application through conscious or unconscious actions. This represents an enormous security risk for the respective end device but also for the entire server structure. Leaving the kiosk application was deliberately prevented by securing the entire operating system. SiteKiosk Online is able to block all escape possibilities.

It is difficult to measure the success of trade fair presentations. With the use of the information pillars, a certain degree of measurability became possible: every action and every page called up was recorded and can be called up and displayed in a report within the SiteKiosk Online software. The recording is subject to strict data protection requirements.

Immediately after the trade fair, the Erwin Hymer Group had meaningful data at its disposal which, among other things, provided information about which terminals were used most frequently and which media were called up the most. This possibility is a clear improvement on classic analogue media. A first evaluation showed that more than 62,000 actions were carried out during the entire trade fair period. This is a clear indication that the digital information terminals were very well received and used by stand visitors.

## Operational security and data protection

All E.DIS Netz GmbH terminals in use are displayed centrally in the SiteKiosk Online application. In the event of malfunctions or operating problems, a corresponding notification is triggered. It is displayed exactly which terminal at which location is affected. This ensures that faults and possible security risks are displayed directly and can be rectified as quickly as possible.

Two logout functions can be activated in SiteKiosk Online:

1. the arrow with a white background in the employee area (see Fig. 3) functions as a logout button. If this is clicked, the session is ended and you are returned to the start screen. When clicking on the employee area again, the user is asked for their password.

2. if the logout process is forgotten by the user at the end of the terminal use, the function of an automatic screensaver takes effect. Shortly after the last action on the terminal, a timed countdown starts, which ends the session and resets the project to its initial state. The user is automatically logged out.

In addition, various location managers can be created in the SiteKiosk online administration area. This enables the assignment of special user rights and determines that defined certificates, content and data are only available to selected users at the respective locations.



Figure 5: Terminals in the entrance area

## The Perspective

Centralised digital employee terminals have a positive impact on internal company communication. Thanks to the simple integration of external software into SiteKiosk Online, more complex management systems (room and vehicle bookings) can also be integrated.

SiteKiosk Online secures the entire application and all physical terminals against manipulative use and at the same time enables location-independent administration, updating and organisation of the individual terminals, content and user rights.

The introduction of the terminals has been very well received by the employees of E.DIS Netz GmbH. The company is already planning to increase the number of terminals in use.

### The Advantages

- ✓ Central point of contact for employees
- ✓ Central point for room and vehicle bookings
- ✓ Simplification of room and vehicle management
- ✓ Access to personal documents
- ✓ Saves effort, time and personnel
- ✓ Data protection through password request and automatic logouts
- ✓ Innovative communication channel

# Customer Experience

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## Case Studies

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