

TIPS DoD ICE Surveys™

Interactive Customer Evaluation

DynaTouch can help you extend the reach of your ICE surveys to customers/patients at the point-of-service – in a safe, secure and controlled environment – which will substantially increase awareness and usage. Using uniquely integrated touchscreen technology and a tailored, user-friendly graphical user interface, our TIPS DoD ICE™ solution makes it easy! Our OneSource Solution™ package includes everything you need - hardware, software, content, services and support. – available as a fully-integrated, turnkey system. TIPS DoD ICE is designed for use on any Windows-based kiosk, tablet or workstation, or any Android device.

Fast, easy, secure access with:

- Intuitive, touch-friendly graphical interface
- Professionally designed attract loop graphics
- Tailored for each facility or service area
- Government-approved software*
- Built-in system monitoring and usage tracking
- ADA-compliant w/ user-adjustable zoom controls



*"ICE comments have gone up from 150 per month to 500+.
Customer Satisfaction is +90% consistently."*
-Naval Health Clinic
Quality Management Patient Relations Coordinator



Powered by
TIPS™ Kiosk Management Software

Industry-leading platform for self-service systems



Upright, sit-down, countertop and wall-mount models available.

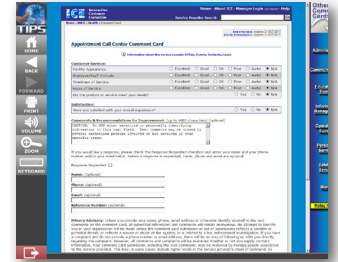
Tablet and workstation options also available.



TIPS ICE Express™ kiosks provide military members with secure and controlled “one-touch” access to select and specific ICE surveys — at the point of service. The systems are already a proven success at Army, Navy and Air Force facilities around the globe. Content is presented in an easy-to-use interface, with rich graphics that entice passersby to engage, and large button selections that make it fast and easy for them to do so. All user interaction is safely and securely managed with our TIPS Kiosk Management Software. TIPS software restricts access to unauthorized sites, logs system ‘heartbeat’, tracks usage data, allows for remote updates on any day at any time, and more. Components are housed in a sleek yet ruggedized enclosure, professionally branded with your logo.

TIPS DoD ICE Content Module

Includes DoD ICE attract loop graphics, plus a user-friendly graphical interface that provides direct access to a specific ICE comment card for each kiosk location, as well as links to other comment cards and/or websites, as specified by Client; includes ongoing services to check and maintain all web links.



Content Customization (Optional)

Includes services to tailor the existing, professionally designed TIPS DoD ICE content set that provides “one-touch” access to specific ICE comment cards, as well as links to other web and/or local content specified by Client; pricing is estimated based on the current scope of the project, and will vary if the scope changes.

Custom Graphics & Display Templates

- Tailor ICE “Attract Loop” Graphics
- Tailor ICE Main Menu, Templates & Stylesheets
- Custom “Attract Loop” Graphics
- Custom Landing Page, Templates & Stylesheets
- Customized Skin (Nav Bar, Button Set, Status Bar)
- Specific ICE Comment Card(s) displays for each kiosk location
- Links to other ICE Comment Card(s) as specified by Client

Content Coordination

- Obtain graphic artwork and image files
- Advise Client on requirements for Client-supplied content
- Review 1st draft of content and submit display proofs to Client
- Prepare web-based content preview prior to installation and review w/ Client
- Coordinate change requests received from Client and resubmit for final approval prior to installation

TIPS Kiosk Management Software



TIPS Pro Plus™

- Scalable, modular platform for self-service apps
- Complete user session management and privacy
- Robust administration interface
- Reliable system uptime monitoring
- Usage logging, analytics and reporting

TIPS Cloud™

- View current system status
- View and print reports
- Receive automatic email reports
- Access content editors
- Manage system assets

Enclosures, Hardware, Services & Support

- Kiosks, tablets, workstations
- Upright, sit-down, wall-mount, countertop models
- Multitude of peripheral device options
- Comprehensive deployment and support services



unlimited possibilities.

TIPS Cloud™

Online Kiosk Management Portal

TIPS Cloud™ is DynaTouch's web-based Customer Service Center, a key element of our total solution. It is a secure web portal that serves as the single point of entry to help system administrators manage their devices.

View system check-in status and daily operational uptime

Each TIPS device comes with a one-year subscription to TIPS Cloud. Multi-level password-protected accounts can be provided to Client-designated personnel, allowing them to:

- View and print usage reports and graphs
- Subscribe to automatic email reports
- View system uptime reports
- Receive alerts for unauthorized websites
- Maintain allowable URL list
- Upload and manage screen savers
- Submit a content change request
- Track and manage hardware inventory
- Submit and track a problem notice

"I love pulling reports and graphs showing me which systems are being used the most. This lets me know if I need to relocate the systems for higher use and I really like that DynaTouch informs me if any of the units go off-line using their monitoring programs."

-DynaTouch Customer, Pennsylvania

"DynaTouch reporting software helps us to optimize access to online tools and services."

-DynaTouch Customer, Ohio

Uptime Reports

Usage Reports

View and print colorful usage data charts and graphs for management review

Content Editors

Access tools to maintain and edit system content

Email Reports

Select which reports you want emailed, along with the desired frequency