

PRO DVX



Showcase

ANA

Ésistemas implements customer feedback system at ANA

ANA is responsible for managing 10 airports in mainland Portugal, the Azores and Madeira. Combined, the airports welcome as much as 60 million visitors per year from all over the world.



The Challenge



With so many passengers, ANA Aeroportos de Portugal wanted to gain more insight in the usage of and satisfaction with the sanitary facilities. Also, working more efficiently was important for ANA Aeroportos de Portugal. Which bathrooms are used often and which not so much? They wanted to optimize the cleaning of the bathrooms, based on actual figures.

The Solution

Ésistemas developed a customer feedback kiosk for the sanitary facilities at the airports. Was the bathroom clean? Was there sufficient toilet paper available? Is the toilet broken? Visitors can give feedback about their experiences with the facilities on our 15.6 inch Android Touch Display with Power-over-Ethernet (PoE), the APPC-15DSKP. “The APPC-15DSKP is a professional and robust tablet that we can rely on in these projects”, says Fernando Carvalho, Product Manager at Ésistemas. “Because the airport is always open, we can’t risk putting a domestic tablet in the kiosk: they are probably broken after 2 months. The APPC-15DSKP is designed for 24/7 continuous usage and is perfect for us.”

Ésistemas connected the feedback kiosk to a system that helped define the cleaning of the facilities. Based on these actual figures, the cleaning company knows when a toilet needs to be cleaned.



APPC-15

Commercial Grade 15.6” Android Panel PC (Tablet) with unique features. The ultimate solution for your Interactive Digital Signage, Home Automation, Room Booking and many more applications. The Android DSK range is available in Metal, Plastic and Open Frame enclosure and various connectivity options. Please contact us for all the possibilities for this specific product.

The Result

ANA Aeroportos de Portugal now works with a robust and customized customer feedback kiosk at the sanitary facilities. With this kiosk in place, ANA Aeroportos de Portugal has improved its service. Next to that, the cleaning company now works more efficiently because they base their work on actual figures.

About ProDVX

PRO DVX

ProDVX develops and produces high-quality and state-of-the-art hardware for digital communication and solutions worldwide.

As specialists, we are pioneering when it comes to developing and producing reliable displays and touchscreens. Hardware you can always depend on. Through our extensive range, we can offer an innovative and durable solution for any form of digital communication, such as digital signage, room signage, wayfinding and access control. You will find our hardware everywhere. And a considered combination of price, advice, service and support makes us accessible to all: partners and end users.

Fair prices mean that our products work for everyone and every project. Contact us for advice if you require a solution for a particular situation or need custom-made products (e.g., OEM/ODM). And afterwards, we will naturally provide all the necessary service and support.

So, our end users are guaranteed reliable hardware for their digital communication.

The ÉSISTEMAS



Ésistemas is dedicated to distribute AV solutions and integration, automation devices, as well as AV and multimedia equipments. Representing internationally renowned brands, Ésistemas was founded in 2003 and nowadays has a wide network of resellers from north to south, developing many projects with different integrated solutions for several areas. Ésistemas develops customized projects, always using the best technology and privileging the relationships in a holistic and sustainable manner.

PRO DVX

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