

ATIC nomination for: WITSA's "Digital Opportunity/Inclusion Award"

Solution: HLS Multi-Touch Self-Service Terminal

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Our nominee for the 2021 WITSA Awards is Headlight Solutions (HLS). Headlight Solutions is a Romanian technology company specialized in research and development.

Headlight Solutions' comprehensive portfolio covers a wide range of fields, with numerous development opportunities on several levels. Thus, Headlight Solutions customers come mainly from multinational companies, operating in fields such as: telco, hospitality, retail, public utilities and other services, public or private.

About the company

Headlight Solutions has been founded in 2013. In 2020 the company registered a turnover of over 12 million euros, from projects that include complex software solutions and custom-made hardware.

At project level, the competitive advantage of Headlight Solutions lies in the ability to approach each product in an independent and integrated manner, offering customers personalized and optimized services: starting from the strategy and implementation to the actual equipment production. Among the main projects of the company, we mention:

- Self-Service Solutions (All-in-One Solution) already successfully implemented in companies from the field of utilities (gas and electricity), public institutions and retail.
- Customized and adapted computer systems according to customer requirements, which integrate the highest levels of security.
- Research and development activity (R&D), with industrial design, prototyping and production capabilities, which involves the provision of complete software and hardware solutions.

Reasons for nomination

HLS proved to be one of those companies that do their best to simplify things and improve ease of use also with the help of the latest technologies like Ai and Machine learning. The intuitive use of the HLS terminal, being fully customizable, small footprint and ease of transport also impacts on those vulnerable living in remote rural areas, with limited access to the services offered in the big cities. This 1SQ meter Self-Service machine appeals to a wide range of companies from multiple sectors due to its cost-effectiveness, low-maintenance and durable construction which has the capacity of offering the whole service package of a multiple employee agency.

How they did it?

Talking to HLS employees revealed that the R&D team started from scratch with the products. The goal was to build a self-service machine that can be extremely easy to use even for someone who has never used a similar device, with clear on-screen instructions and visual and/or voice guidance for using all the embedded peripherals. It had to withstand the conditions of low maintenance in remote locations but also those of busy shopping centers while being able to provide and replicate all the services found in a normal agency but without the help and support of an employee. And they've done it.

Main applications:

- Self-service terminal for utility companies and mobile operators
- Self-service terminal in retail
- Self-service terminal in healthcare
- Self – Service terminal in the food & drink industry
- Self-service terminal in the travel, leisure & hospitality industry
- Self-service terminal in Banking
- Self-service terminal in Post Offices – weighing, labeling and sending
- Self-service terminal in Digital Photo Printing
- Self-service terminal in touristic areas

Latest application of the HLS Self-Service Terminal:

Ordered by multiple utility companies (gas and electricity) because of it's ease of operation and capabilities:

- Create an account
- Identify client based on ID scan and OCR
- Contracting services
- Printing documents
- Scanning documents (motorized drawer)
- Signature pad
- Cash payments or POS terminal (motorized drawer)
- Video and/or audio communication with support using directional speakers for privacy
- Automatic logout using the presence multi-sensor for security reasons