



Case Studies – Employee Amenities

NAAFI - Europe

The Customer

Navy, Army and Air Force Institute; United Kingdom

The Need

To provide easy-to-use and convenient access to internet services for Her Majesty's troops in barracks in England, Scotland, Northern Ireland, Germany and Cyprus.

To provide a fully managed service which will not add to the workload of NAAFI staff at the sites. Service to include help desk, coin collection, onsite break-fix, proactive monitoring, and service promotion to the troops.

Key success criteria included Reliability, Ease of Use, Remote Management, and ongoing support and prompt service.

The Solution

The deployment of internet kiosks in dining rooms, vending areas and pubs in Ministry of Defence barracks across Europe. Crucial components of the project include:

- Ideal placement of the kiosk within the barracks,
- Onsite promotion of the service,
- Proactive monitoring, to ensure maximum uptime,
- Working with NAAFI staff to enhance overall services

Results

pieNETWORKS currently manages over 200 kiosks in NAAFI sites in England, Scotland, Northern Ireland, Germany and Cyprus.

In 2004, these kiosks generated over 300,000 user sessions.

Client Feedback

The success of the solution, and the satisfaction of the client is most evident, when sites are tendered out to commercial operators such as Sodexho, Aramark or Compass, pieNETWORKS was recommended to the winning bid, and we provided seamless transitions, and are deploying more kiosks in other sites run by these operators.