

LIVEWIRE DIGITAL

CASE STUDY | Horizon Blue Cross



THE POWER TO CONNECT

Kiosk Solutions Digital Signage Mobile Apps Remote Management

www.LivewireDigital.com

877.595.4675

IMPLEMENTATION FEATURES

T-Strata Kiosk Enclosure

- 15" Touch Screen
- Security Mat
- Keyboard / Trackball
- 8.5" Wide Thermal Printer
- Security Panels

Kiosk Software Features

- Auto Logout
- Locked-Down Browser
- Printer Monitoring with Alarms
- Custom Logging
- Custom Browser Controls



The Client

Horizon Blue Cross/Blue Shield of New Jersey is a healthcare provider with multiple offices spread throughout the state of New Jersey



The Challenge

Faced with mounting forms and printing costs, Horizon Blue Cross/Blue Shield of New Jersey made a historic decision: No human resource forms or payroll documents would be printed and distributed to employees. The question was then how to make HR and payroll information accessible to employees, many whom did not have access to a computer.

The Solution

The answer was electronic kiosks located in each facility. "Livewire was our choice for several reasons," said Denita Walker, project manager for the initial roll-out, "they understood our needs and offered many suggestions to issues we did not realize."



An initial pilot of seven kiosks was deployed in five locations, many in employee congregating areas such as break rooms and cafeterias. "This is highly sensitive and personal information," said Walker, "we needed to make sure this information was obtained and viewed only by the employee." The utilization of security-filtered screens, privacy panels, and a session activation mat assured privacy even in high traffic areas.

"The kiosks are a huge success and have been accepted throughout the organization," stated Walker. "We are very happy with the solutions Livewire has brought to the table."

Horizon plans to rollout additional units as the company expands through acquisition. Plans are also in place to offer this solution to other Blue Cross companies nationally. Walker remarked, "We have definitely returned our investment in a very short period of time."

Livewire...

Software Solutions that give you the **POWER TO CONNECT.**