

# Evincing the power of kiosk lockdown solution in the travel and tourism industry with Hexnode

With Miles Burns | Digital Product Specialist



## Quotes

“Has substantially increased confidence that devices are locked down from unauthorized use and secure.”

## Industry

Leisure, Travel and Tourism

## Location

Coolangatta, Queensland

## Website

<https://nrmaparksandresorts.com.au/>

## Platforms



## The story

NRMA Parks and Resorts offers quality services to the caravan park and resort industry across Australia. They have been proving their expertise in this area of operations since the late 1993. Formerly known as the Australian Tourist Park Management Pty Ltd, they were acquired by the NRMA in 2017 and henceforth rebranded as the NRMA Park and Resorts. The NRMA is one of the largest member-owned organizations in Australia with around 2.6 million members and 99 years of expertise in travel and motoring. NRMA Parks and Resorts, with an initial set of 7 holiday parks, currently manages 48 parks and resorts throughout Australia. They also manage iconic parks for several clients and offer a pack of services such as leasing of holiday parks and resorts, park redevelopment, design of park facilities, and many more.

NRMA Parks and Resorts employs a group of highly qualified and energetic individuals who systematically carry out the day-to-day services. The team makes use of iPads to allow their guests to view and digitally sign the guest agreement as they check-in to the resorts and holiday parks. The devices host the company web page enabling the guests to view the services offered and proceed with the registration process.

Setting up the registration process through a digital medium greatly benefitted the team. However, managing a whole lot of devices was not an easy task for the team. Initially, the process went on smoothly fulfilling the desired purposes. But during the course of time, things started to mess up. The staff members started using the iPads for non-work-related activities. Some of them even manipulated the settings and configurations which in turn distorted the work process. To sort things up, Miles Burns, the Digital Product Specialist at NRMA Parks and Resorts, looked for a solution that could direct access only to their web page and prevent unwanted alterations in device settings. His research led him to Hexnode.

Hexnode's kiosk lockdown solution allowed the team to restrict the iPads to a single web page (their official web page) which in turn prevented access to everything else. With kiosk lockdown solution, the devices can be locked to a single application or a set of applications based on the user's requirements. It can also selectively direct access to only specific websites, blocking all the others. This helped the team save much of their productive time.

“We needed to manage multiple tablets for kiosk use across our resorts and holiday parks within Australia.”

Miles Burns

Digital Product Specialist, NRMA Parks and Resorts



Apart from implementing Hexnode Kiosk on the iPads, the team was also benefitted with a bunch of other configurations offered by Hexnode. They could remotely update settings on the iPad which helped them automate the process to a great extent. Hexnode allows to configure network functionalities such as Wi-Fi, VPN, or email settings. It also permits to selectively restrict device features like camera, screen capture, touch ID and a plenty of other configurations.

“We use Hexnode to remotely update settings.”

Miles Burns

Digital Product Specialist, NRMA Parks and Resorts



The simple and straightforward implementation is what attracted the team. They could easily set up the iPads in hardly no time. The devices were set up using Apple's Device Enrollment Program (DEP). After the initial processing got completed, the devices were easily onboarded to Hexnode. Security and remote administration being the prime concerns, Hexnode proved to be the right choice for the team.

“Once set up, enrolling a device is easy.”

Miles Burns

Digital Product Specialist, NRMA Parks and Resorts

## In a nutshell

Hexnode became the first and the best choice for Miles Burns and his team. They could readily monitor the iPads and make sure the devices are wielded for the intended purpose. Before implementing Hexnode, the devices were unmanaged and prone to modifications in settings by the staff members. With Hexnode, the team was no longer worried of unauthorized usages and alterations. The overall experience with Hexnode turned out to be an absolute boon for the team.