G001. Tablet Enclosure

A tablet enclosure is a protective housing designed to securely hold a tablet computer.

Depending on the design, an enclosure may provide protection against accidental removal, support different mounting options and allow access to important features such as charging ports, cameras, buttons and speakers.

G002. Tablet Kiosk

A tablet kiosk is a tablet-based installation designed for interaction by customers, visitors, patients, employees or other users.

Tablet kiosks can support applications such as self-service ordering, visitor management, check-in, digital information, payments and customer feedback.

G003. Tablet Mount

A tablet mount is the hardware used to attach a tablet enclosure or tablet holder to a surface or structure.

Common mounting options include wall, desk, countertop and floor-standing solutions.

G004. Wall Mount

A wall mount attaches a tablet enclosure to a wall or other vertical surface.

Wall-mounted tablet solutions are particularly useful where floor or counter space is limited and a permanent installation is required.

G005. Countertop Mount

A countertop mount is designed to position a tablet securely on a desk, reception counter, retail counter or other horizontal surface.

It can provide a stable installation while keeping the tablet easily accessible to users.

G006. Floor Stand

A floor stand is a freestanding structure designed to support a tablet enclosure at a suitable height for users.

Floor-standing tablet solutions are commonly used for visitor management, self-service, retail, hospitality and information kiosks.

G007. VESA Mount

VESA is a widely used mounting standard that defines fixing patterns for compatible displays and mounting hardware.

A VESA-compatible tablet solution can provide additional flexibility when selecting wall mounts, arms or other mounting structures.

G008. VESA Pattern

A VESA pattern refers to the spacing between mounting holes defined by a VESA mounting standard.

Different products support different VESA patterns, so compatibility should always be checked before combining mounting components.

G009. Freestanding Tablet Kiosk

A freestanding tablet kiosk is a tablet installation that stands independently rather than being fixed directly to a wall or desk.

It can be positioned within reception areas, retail environments, visitor attractions and other customer-facing spaces.

G010. Secure Tablet Mounting

Secure tablet mounting refers to physically attaching or retaining a tablet in a way that helps deter unauthorised removal.

Security can involve the enclosure, mounting hardware, locking mechanism, fixing method and the physical environment in which the installation is located.

G011. Locking Tablet Enclosure

A locking tablet enclosure uses a locking mechanism to help prevent unauthorised access to or removal of the tablet.

Different solutions may use keys, release mechanisms or other forms of controlled access.

G012. Charging Cable

A charging cable connects the tablet to an appropriate power source so that the device can recharge its battery.

In permanently installed tablet solutions, cable routing and connector alignment are important considerations.

G013. Cable Management

Cable management is the process of routing, securing and organising cables so that an installation remains safe, tidy and easy to maintain.

Good cable management can also reduce strain on connectors and improve the appearance of a commercial installation.

G014. USB-C

USB-C is a modern connector standard used by many tablets, phones, computers and accessories.

USB-C can support charging and, depending on the device, data and display connections.

The presence of a USB-C connector alone does not guarantee compatibility with every USB-C accessory.

G015. Lightning Connector

Lightning is a connector developed by Apple and used on various generations of Apple devices.

When installing an iPad or other compatible Apple device, the connector position and enclosure design should be checked to ensure reliable charging.

G016. Tablet Compatibility

Tablet compatibility refers to whether a particular tablet can physically and functionally be used with a specific enclosure, mount or accessory.

Compatibility may depend on dimensions, thickness, camera position, buttons, charging ports and other physical characteristics.

G017. Tablet Model Number

A tablet model number is the manufacturer's specific identifier for a particular device configuration.

It is usually more useful for compatibility checking than simply knowing the tablet's brand, product family or screen size.

G018. Screen Size

Screen size normally refers to the diagonal measurement of a tablet's display.

Two tablets with the same screen size can still have different overall dimensions, thicknesses and layouts, so screen size alone should not be used to determine enclosure compatibility.

G019. Portrait Orientation

Portrait orientation means the tablet is positioned vertically, with its longer dimension running from top to bottom.

Portrait installations are common for check-in, visitor management, digital forms and many customer-facing applications.

G020. Landscape Orientation

Landscape orientation means the tablet is positioned horizontally, with its longer dimension running from left to right.

Landscape orientation can be useful for menus, product catalogues, dashboards, digital signage and applications designed around wider content.

G021–G043

G021. Kiosk

A kiosk is a dedicated station that allows a user to interact with technology or access a service without requiring continuous assistance from a member of staff.

A tablet kiosk uses a tablet as the main interactive screen and can support applications such as self-service ordering, visitor registration, payments, check-in and digital information.

G022. Puck Mount

A puck mount is a compact mounting component used to attach a tablet enclosure or device to a compatible base or mounting surface.

Its small footprint makes it useful where a discreet, flexible mounting solution is required.

G023. Multi-Mount System

A multi-mount system allows the same tablet enclosure or mounting component to be used with different mounting configurations.

For example, a tablet may be moved between freestanding, countertop, wall or other mounting options without needing an entirely different tablet solution.

This can provide greater flexibility as requirements change.

G024. Adhesive Mount

An adhesive mount uses a suitable high-strength adhesive to attach a mounting component to an appropriate surface without drilling traditional fixing holes.

Adhesive mounting can be useful where drilling isn't desirable, although the surface, adhesive suitability, load requirements and installation conditions should always be checked first.

G025. Screw Mount

A screw mount secures a tablet mounting solution using mechanical fixings attached to a suitable surface.

Screw mounting can provide a strong and permanent installation, but the correct fixings must be selected for the material and construction of the mounting surface.

G026. Freestanding Mount

A freestanding mount supports a tablet without requiring it to be permanently fixed to a wall or counter.

This type of installation can be particularly useful for reception areas, retail environments, visitor attractions and temporary deployments.

G027. Payment Terminal

A payment terminal is a device that allows customers to make electronic payments using methods such as contactless cards, chip-and-PIN cards or supported digital wallets.

A tablet kiosk can sometimes be combined with a payment terminal to create an integrated self-service or assisted-payment solution.

G028. POS

POS stands for **Point of Sale**.

A POS system is used to process sales transactions and may include hardware and software for products, payments, receipts, stock and customer information.

Tablets can form part of a POS system when supported by the chosen software and hardware.

G029. EPOS

EPOS stands for **Electronic Point of Sale**.

An EPOS system typically combines transaction processing with additional functions such as inventory management, reporting, customer information and product management.

Tablet-based EPOS solutions can provide a flexible alternative to traditional fixed tills.

G030. Self-Service

Self-service describes a customer journey where the user completes some or all of a process without direct assistance from staff.

Examples include ordering food, checking in, registering as a visitor, making a payment or accessing information through a tablet kiosk.

G031. Digital Signage

Digital signage uses an electronic display to present information, advertising, instructions, promotions or other visual content.

A tablet can be used for smaller-scale digital signage applications, particularly where interactive content or a compact installation is required.

G032. Visitor Management

Visitor management is the process of registering, tracking and managing people visiting a workplace, healthcare facility, educational establishment or other organisation.

Tablet kiosks are often used as the physical interface for digital visitor-management systems.

G033. Queue Busting

Queue busting is the use of technology or staff-assisted processes to reduce customer waiting times and manage queues more effectively.

Tablet-based queue busting can allow staff to assist customers away from a traditional fixed till or reception desk.

G034. Assisted Selling

Assisted selling allows staff to use technology to provide customers with more information and a broader range of purchasing options.

A tablet can give staff access to product information, stock levels, specifications, ordering systems and extended product ranges while they remain with the customer.

G035. Endless Aisle

Endless aisle is a retail concept where customers can access a retailer's wider product catalogue digitally, even when products aren't physically stocked in the store.

A tablet kiosk can allow customers or staff to browse additional products, colours, sizes and availability before placing an order.

G036. Device Management

Device management refers to the processes and tools used to configure, monitor, secure and maintain tablets and other connected devices.

For larger tablet deployments, device management can help organisations control settings, deploy applications and manage devices remotely.

G037. MDM

MDM stands for **Mobile Device Management**.

MDM software allows organisations to centrally manage mobile devices such as tablets. Depending on the platform, it can support configuration, application deployment, security policies, device monitoring and remote management.

MDM is particularly useful when many tablets are deployed across multiple locations.

G038. NFC

NFC stands for **Near Field Communication**.

It is a short-range wireless technology that allows compatible devices to exchange information when they are brought close together.

NFC can be used for applications including contactless payments, identification and certain device interactions.

G039. Contactless Payment

Contactless payment allows a customer to make a payment by bringing a compatible card, phone or other payment device close to a payment terminal.

Contactless payments commonly use technologies such as NFC and are widely used in retail, hospitality and other customer-facing environments.

G040. Accessibility

Accessibility refers to designing products, services and environments so that they can be used by as many people as reasonably possible, including people with disabilities.

For tablet kiosks, accessibility can involve installation height, reach, viewing angle, physical access, screen usability and software design.

Accessibility should be considered during the planning stage rather than treated as an afterthought.

G041. Continuous Charging

Continuous charging refers to keeping a permanently installed tablet connected to an appropriate power source so that it can remain available for use.

This is common in tablet kiosks, reception systems, digital signage and self-service applications.

The tablet manufacturer's guidance should always be followed when designing a permanently powered installation.

G042. Cable Management

Cable management is the organised routing, securing and protection of cables within an installation.

Good cable management can improve appearance, reduce the risk of snagging or accidental damage and make future maintenance easier.

For commercial tablet installations, cable management should be considered before the mounting position is finalised.

G043. Modular Mounting

Modular mounting describes a system made from components that can be combined, replaced or reconfigured to suit different applications.

For tablet deployments, modular mounting can allow organisations to retain parts of an existing installation when changing tablet models or mounting locations.

This can make future upgrades more flexible and potentially reduce the total cost of ownership.

G044. Commercial-Grade Hardware

Commercial-grade hardware is equipment designed for business environments where it may be used frequently, continuously or by multiple people.

For tablet deployments, commercial-grade construction can provide greater durability, security and suitability for long-term use than a basic consumer stand or accessory.

G045. Public-Facing Device

A public-facing device is technology intended to be used directly by customers, visitors, patients or members of the public.

Because the device may be handled by many different people, physical security, durability, accessibility and ease of use are particularly important.

G046. Shared Device

A shared device is a tablet or other computer used by multiple people rather than being assigned to one individual.

Shared tablets are common in healthcare, retail, hospitality, education and workplaces. Secure mounting, charging and device management can help keep shared devices available and protected.

G047. Customer-Facing Device

A customer-facing device is technology positioned so that customers can directly interact with it.

Examples include tablets used for self-service ordering, product information, payments, customer feedback and registration.

G048. Self-Service Ordering

Self-service ordering allows customers to select products or services and place an order themselves using a digital interface.

Tablet kiosks can provide a compact and flexible way to support self-service ordering in restaurants, cafés, retail environments and other businesses.

G049. Digital Check-In

Digital check-in allows a visitor, customer, patient or employee to complete a registration or arrival process electronically.

A tablet kiosk can provide the physical interface for digital check-in software, helping reduce paperwork and streamline reception processes.

G050. Tablet Dock

A tablet dock is a physical station designed to hold and, depending on the design, charge or connect a tablet.

Docks can be particularly useful for shared devices where tablets need a consistent location for storage and charging.

G051. Power over Ethernet (PoE)

Power over Ethernet, commonly known as PoE, is a technology that can deliver electrical power and network connectivity through a compatible Ethernet cable.

PoE can simplify certain fixed tablet installations by reducing the number of separate cables required, although the tablet, adapter and network equipment must all support the appropriate solution.

G052. USB Power Delivery

USB Power Delivery, often abbreviated to USB PD, is a charging technology that allows compatible USB-C devices and power supplies to negotiate appropriate power levels.

It can support faster and more flexible charging than basic USB charging, depending on the tablet and power equipment being used.

G053. Remote Device Management

Remote device management allows IT teams to configure, monitor and maintain tablets without physically accessing each device.

This can be particularly valuable when tablets are installed across multiple stores, hospitals, offices or other locations.

G054. Kiosk Mode

Kiosk mode is a device configuration that restricts a tablet so that users can access only the intended application or functions.

It is commonly used for customer-facing installations where users should not have unrestricted access to the tablet's normal operating system.

G055. Single-App Mode

Single-app mode restricts a device so that a designated application is the primary or only application available to the user.

This can be useful for self-service kiosks, digital check-in, visitor management and other dedicated applications.

G056. Multi-App Kiosk Mode

Multi-app kiosk mode allows a controlled selection of applications to be available on a device while restricting access to other functions.

This can be useful when a tablet needs to support several approved business applications rather than one dedicated application.

G057. Device Enclosure

A device enclosure is a protective housing designed to contain and secure a tablet or other electronic device.

A commercial tablet enclosure can also provide mounting, charging access and controlled access to the device.

G058. Tablet Holder

A tablet holder is a component that supports a tablet in a particular position.

Unlike a fully enclosed solution, a holder may provide less physical protection. The appropriate option depends on the environment, security requirements and intended use.

G059. Locking Mechanism

A locking mechanism is a feature used to restrict access to or removal of a device or enclosure.

Different commercial solutions use different locking arrangements, so the appropriate mechanism depends on the required level of physical security and how frequently authorised staff need access.

G060. Physical Security

Physical security refers to measures designed to protect equipment from theft, unauthorised removal, tampering or accidental damage.

For tablet kiosks, physical security can involve the enclosure, mounting hardware, locking system, fixings and installation environment.

G061. Tamper Resistance

Tamper resistance describes design features intended to make unauthorised interference with equipment more difficult.

In a commercial tablet installation, this might include concealed fixings, restricted access to the tablet or secure cable routing.

G062. Mounting Surface

The mounting surface is the physical surface to which a tablet mount or enclosure is attached.

Examples include walls, counters, desks, floors, furniture and other suitable structures.

The strength and construction of the mounting surface should always be considered when selecting installation hardware.

G063. Mounting Hardware

Mounting hardware includes the physical components used to attach a tablet enclosure or stand to its installation surface.

Depending on the application, this can include brackets, screws, plates, bases, adapters and other fixing components.

G064. Fixing

A fixing is a component used to secure an object to a surface or structure.

Examples include screws, bolts, anchors and other suitable mechanical attachment methods. The correct fixing depends on the material and construction of the mounting surface.

G065. Installation Surface

The installation surface is the surface or structure where a tablet solution is positioned or attached.

Before installation, consider its material, strength, condition, available space and suitability for the proposed fixing method.

G066. Cable Routing

Cable routing is the planned path that cables follow between the tablet, accessories and power or network connections.

Good cable routing keeps cables organised, reduces strain and helps create a cleaner and safer installation.

G067. Cable Strain Relief

Cable strain relief is a method of preventing excessive force from being transferred to a cable connection or connector.

It is particularly useful in permanently installed tablets because repeated movement or tension can damage charging connections over time.

G068. Total Cost of Ownership

Total Cost of Ownership, or TCO, is the complete cost of owning and operating a solution over its useful life.

For a tablet deployment, TCO can include the tablet, enclosure, mounting hardware, installation, maintenance, power, replacement components, upgrades and eventual replacement.

Looking at TCO rather than just the initial purchase price can help organisations make better long-term purchasing decisions.

G069. Mounting Plate

A mounting plate is a flat component used to connect a tablet enclosure, stand or other device to a mounting surface or supporting structure.

Mounting plates can provide a stable fixing point and may form part of a modular mounting system.

G070. Base Plate

A base plate is the supporting component at the bottom of a freestanding or countertop mounting solution.

It provides stability and may be designed for freestanding use, screw fixing or another suitable mounting method.

G071. Universal Mount

A universal mount is a mounting solution designed to support a range of compatible devices or enclosure configurations rather than being limited to one specific tablet model.

Universal mounting systems can provide greater flexibility when an organisation uses different tablets or expects its hardware requirements to change.

G072. Tablet Stand

A tablet stand is a support structure that positions a tablet at a suitable height and angle for viewing or interaction.

Tablet stands can be freestanding, countertop, wall-mounted or integrated into a wider kiosk solution.

G073. Tablet Kiosk Stand

A tablet kiosk stand is a dedicated support structure designed to turn a tablet and enclosure into a customer-facing kiosk.

Depending on the design, it may provide floor-standing, countertop or other mounting options.

G074. Viewing Angle

Viewing angle describes the angle at which a user sees the tablet screen.

The correct viewing angle depends on how the tablet will be used and whether users are standing, seated or moving past the installation.

G075. Screen Orientation

Screen orientation describes whether a tablet is positioned in portrait or landscape format.

Choosing the correct orientation should take into account the application being used, available space and the way customers or staff will interact with the screen.

G076. Portrait Mounting

Portrait mounting positions the tablet vertically, with its longer dimension running from top to bottom.

It is commonly used for check-in, registration, forms, visitor management and other applications where vertical content is helpful.

G077. Landscape Mounting

Landscape mounting positions the tablet horizontally.

It can be particularly useful for menus, product catalogues, dashboards, interactive displays and applications designed around wider content.

G078. Tablet Rotation

Tablet rotation is the ability to change the orientation or angle of a mounted tablet.

Some mounting systems allow the tablet to rotate between portrait and landscape, while others are designed for a fixed orientation.

G079. Fixed Mount

A fixed mount holds a tablet enclosure in a defined position and does not normally allow the user to reposition it.

Fixed mounting can be useful where security, consistency and a stable viewing angle are priorities.

G080. Adjustable Mount

An adjustable mount allows the position or angle of a tablet to be changed within the limits of the mounting system.

Adjustability can be useful where different users, viewing positions or applications need to be accommodated.

G081. Tablet Enclosure Lock

A tablet enclosure lock is a mechanism designed to help prevent unauthorised access to or removal of a tablet from its enclosure.

The specific locking method varies between products and should be selected according to the security and access requirements of the installation.

G082. Keyed Lock

A keyed lock is a physical locking mechanism operated using a key.

It can provide controlled access to an enclosed tablet while allowing authorised staff to remove or service the device when required.

G083. Button Release

A button release is a mechanism that allows an authorised user to release or remove an enclosure using a designated button or release point.

The exact operation depends on the mounting system and its security configuration.

G084. Adhesive Mounting

Adhesive mounting attaches a compatible mounting component to a suitable surface using adhesive rather than traditional mechanical fixings.

It can be useful where drilling isn't desirable, but the adhesive, surface condition, load and environmental conditions must all be appropriate for the application.

G085. Permanent Installation

A permanent installation is a tablet deployment intended to remain in a fixed location for an extended period.

Permanent installations generally require careful consideration of mounting security, power, cable routing, accessibility, maintenance and future replacement.

G086. Temporary Installation

A temporary installation is designed to be used for a limited period or where the equipment may need to be relocated.

Portable or freestanding mounting solutions can be useful for exhibitions, events, pop-up retail and temporary customer-service environments.

G087. Cable Management Channel

A cable management channel is a dedicated route or structure used to contain and guide cables.

Using a defined cable route can improve the appearance of a tablet installation while reducing the risk of cables becoming tangled, damaged or creating an obstruction.

G088. Power Supply Unit

A power supply unit, often abbreviated to PSU, provides the electrical power required by a compatible device or accessory.

When installing a permanently powered tablet, the power supply should be appropriate for the tablet and charging solution being used.

G089. Power Adapter

A power adapter converts electrical power into a form suitable for a connected device.

The correct adapter should provide the voltage, current and connector requirements specified by the tablet or charging solution.

G090. Charging Port

A charging port is the physical connection through which a tablet can receive electrical power.

The location and type of charging port are important when selecting a compatible enclosure because the connection needs to remain accessible and correctly aligned.

G091. Charging Connector

A charging connector is the plug or connection at the end of a charging cable that attaches to the tablet.

Common examples include USB-C and Lightning connectors, although compatibility depends on the specific device.

G092. Charging Cradle

A charging cradle is a dedicated holder or docking point designed to support a tablet while it is being charged.

Charging cradles can be particularly useful for shared-device environments where tablets need a consistent location for storage and charging.

G093. Continuous-Power Installation

A continuous-power installation is a tablet deployment where the device remains connected to an appropriate power source during normal operation.

This is common for kiosks, visitor-management systems, digital signage and other fixed installations where the tablet needs to remain available throughout the working day.

The tablet manufacturer's charging and battery guidance should always be considered when designing a continuously powered installation.

G094. Wi-Fi

Wi-Fi is a wireless networking technology that allows compatible devices such as tablets to connect to a local network and the internet without a physical network cable.

For fixed tablet kiosks, reliable Wi-Fi can be important for applications such as visitor management, ordering, payments and cloud-based services.

G095. Ethernet

Ethernet is a wired networking technology commonly used to connect devices to a network.

A wired Ethernet connection can provide a reliable network connection for fixed installations, although tablets may require a compatible adapter or docking solution.

G096. Network Connectivity

Network connectivity describes a device's ability to communicate with other systems or access network-based services.

For commercial tablet installations, connectivity may be provided through Wi-Fi, Ethernet or another supported networking method.

G097. Cloud-Based Application

A cloud-based application is software that relies on services hosted on remote servers rather than operating entirely on the local device.

Many modern tablet kiosk applications use cloud-based systems, allowing information and settings to be managed centrally.

G098. API

API stands for **Application Programming Interface**.

An API allows different software systems to communicate with each other in a structured way.

For example, a tablet kiosk application might use an API to exchange information with a booking, payment, visitor-management or retail system.

G099. Software Integration

Software integration is the process of connecting different software systems so that they can exchange information or work together.

For a tablet kiosk, integration might connect the tablet application with an EPOS system, payment platform, booking system or visitor-management platform.

G100. Payment Integration

Payment integration connects a payment system with the wider software or hardware solution used to process a transaction.

A tablet kiosk may combine an application, tablet and payment terminal to create a complete self-service or assisted-payment experience.

G101. Card Reader

A card reader is a device that reads information from a payment card or supports contactless payment.

Card readers can be integrated into retail, hospitality, self-service and other commercial tablet solutions where payment is required.

G102. Contactless Reader

A contactless reader allows compatible payment cards, smartphones or other devices to make payments without inserting the card into a physical slot.

Contactless technology is commonly used in modern retail and hospitality payment environments.

G103. QR Code

A QR code is a two-dimensional barcode that can be scanned by a compatible camera or device.

QR codes can be used to direct customers to websites, menus, payment pages, registration forms or other digital content.

G104. RFID

RFID stands for **Radio Frequency Identification**.

It uses radio waves to identify compatible tags or devices without requiring direct physical contact.

RFID can be used in areas such as access control, inventory management, identification and tracking.

G105. NFC Reader

An NFC reader is hardware capable of communicating with compatible NFC devices or tags over a short distance.

NFC readers can support applications including contactless payments, identification and certain automated interactions.

G106. Device Lifecycle

A device lifecycle describes the stages a tablet or other device goes through from initial purchase and deployment through to maintenance, upgrade and eventual replacement.

Planning the complete lifecycle can help organisations control costs and avoid unexpected disruption when hardware reaches the end of its useful life.

G107. Hardware Refresh

A hardware refresh is the process of replacing older devices with newer hardware.

A well-designed tablet mounting system can make hardware refreshes easier by allowing the tablet or enclosure to be updated without replacing the entire installation.

G108. Tablet Upgrade

A tablet upgrade involves replacing an existing tablet with a newer or more capable model.

Before upgrading a permanently installed tablet, always confirm compatibility with the existing enclosure, mount, charging system and software.

G109. Deployment

Deployment is the process of installing, configuring and putting a technology solution into operational use.

For tablet kiosks, deployment can include hardware installation, software configuration, network setup, testing and user acceptance.

G110. Rollout

A rollout is the planned introduction of a technology solution across multiple users, departments or locations.

Large tablet deployments are often rolled out in stages, beginning with a pilot before expanding to additional sites.

G111. Pilot Installation

A pilot installation is a small-scale deployment used to test a proposed solution before a larger rollout.

Piloting can identify compatibility, installation, software and user-experience issues before significant investment is committed.

G112. Site Survey

A site survey is an assessment of the proposed installation environment before equipment is installed.

For tablet kiosks, a site survey may consider mounting surfaces, power, network connectivity, accessibility, customer flow, lighting and physical space.

G113. User Acceptance Testing

User Acceptance Testing, often called UAT, is the process of testing a solution to confirm that it meets the needs of its intended users.

For a tablet kiosk, UAT might involve staff or representative customers completing the complete workflow before the installation goes live.

G114. Proof of Concept

A Proof of Concept, or POC, is a small-scale demonstration used to establish whether a proposed technology or solution can work as intended.

A POC can be particularly useful when integrating tablets with unfamiliar software, payment systems or existing business infrastructure.

G115. Deployment Site

A deployment site is the physical location where a technology solution will be installed and used.

Each site may have different requirements for power, connectivity, mounting, accessibility and customer interaction.

G116. Multi-Site Deployment

A multi-site deployment involves installing the same or related technology solution across multiple physical locations.

Standardising tablet models, enclosures, mounting systems and installation procedures can make multi-site deployments easier to manage.

G117. Device Standardisation

Device standardisation means selecting a consistent range of hardware for an organisation or deployment.

Standardisation can simplify procurement, compatibility checking, device management, staff training, maintenance and future replacement.

G118. Return on Investment (ROI)

Return on Investment, or ROI, is a way of assessing the value generated by an investment compared with its cost.

For a tablet kiosk deployment, ROI might be measured through reduced waiting times, improved staff productivity, increased sales, reduced administration or improved customer experience.

ROI should ideally be assessed over the expected life of the complete solution rather than simply comparing the initial hardware cost.

G119. Physical Security

Physical security refers to measures designed to protect equipment from theft, unauthorised removal, tampering or accidental damage.

For tablet kiosks, physical security can include the enclosure, locking mechanism, mounting hardware, secure fixings and the installation environment.

G120. Device Security

Device security refers to the measures used to protect a tablet and its data from unauthorised access or misuse.

It can include physical security, passwords, user authentication, device-management software, restricted access and appropriate operating-system settings.

G121. Data Security

Data security is the protection of information from unauthorised access, alteration, loss or disclosure.

For customer-facing tablets, data security should be considered alongside physical security and software configuration.

G122. Privacy

Privacy refers to protecting personal or sensitive information from inappropriate access or disclosure.

Tablet installations used for visitor registration, healthcare, payments or customer information should be positioned and configured with privacy in mind.

G123. Privacy Screen

A privacy screen is a physical or software-based solution designed to make displayed information less visible to people viewing the device from an angle.

It can be useful where tablets display personal, financial, healthcare or other sensitive information.

G124. User Authentication

User authentication is the process of confirming that a person is authorised to access a device, application or service.

Depending on the system, authentication can involve passwords, PINs, biometric identification, access cards or other methods.

G125. Access Control

Access control determines who is permitted to access a device, application, system or physical location.

In a tablet deployment, access control can operate at both the physical level, through secure mounting, and the software level, through authentication and permissions.

G126. Lockdown

Lockdown describes restricting a device so that users cannot access functions or applications that are not required for the intended purpose.

Tablet lockdown is commonly used for public-facing kiosks and dedicated self-service applications.

G127. Kiosk Security

Kiosk security is the combination of physical and digital measures used to protect a public-facing kiosk.

It can include secure mounting, enclosure locks, restricted software access, device management, cable protection and appropriate installation practices.

G128. Tamper Detection

Tamper detection refers to technology or processes that identify attempts to interfere with a device or installation.

Depending on the system, this may involve software alerts, physical sensors, device monitoring or inspection procedures.

G129. Accessibility Compliance

Accessibility compliance means designing and deploying technology in accordance with applicable accessibility requirements and standards.

For tablet kiosks, this can involve physical positioning, reachability, screen usability, accessible software and consideration of different user needs.

G130. Accessible Mounting

Accessible mounting positions a tablet so that intended users can comfortably reach, view and operate it.

Height, angle, surrounding space and clear access should all be considered when planning an accessible installation.

G131. Reachability

Reachability describes whether a user can comfortably reach and operate a device or control.

For public-facing tablet kiosks, reachability should be considered for standing and seated users and for people with different mobility requirements.

G132. User Experience (UX)

User Experience, or UX, describes how a person experiences and interacts with a product, service or system.

For tablet kiosks, UX includes both the physical installation and the software interface. A technically capable kiosk can still provide a poor experience if it is difficult to find, reach or understand.

G133. User Interface (UI)

User Interface, or UI, refers to the visual and interactive elements through which a person uses software.

On a tablet kiosk, the UI includes buttons, menus, forms, images, instructions and other elements displayed on the screen.

G134. Touchscreen

A touchscreen is a display that allows users to interact with software by touching areas of the screen.

Touchscreens are the primary interface for many tablet kiosks and self-service applications.

G135. Touch Interaction

Touch interaction describes the way a user operates software through physical contact with a touchscreen.

Commercial kiosk applications should provide controls that are easy to identify and operate, particularly where users may be unfamiliar with the system.

G136. Screen Glare

Screen glare occurs when reflections from lighting or surrounding surfaces make a display harder to see.

When installing a tablet kiosk, consider windows, overhead lighting and the direction from which users will approach the screen.

G137. Screen Visibility

Screen visibility describes how easily users can see and read information displayed on a screen.

Brightness, viewing angle, lighting, glare, screen position and user distance can all affect visibility.

G138. Environmental Conditions

Environmental conditions are the physical factors surrounding an installation that may affect equipment performance.

These can include temperature, humidity, dust, moisture, direct sunlight, cleaning procedures and the level of physical activity around the device.

G139. Commercial Environment

A commercial environment is a workplace or customer-facing setting where technology is used as part of normal business operations.

Examples include retail stores, hospitals, hotels, restaurants, offices, visitor attractions and public-sector facilities.

G140. Maintenance

Maintenance is the ongoing work required to keep a tablet installation operating reliably.

It can include cleaning, checking fixings, inspecting cables, updating software, replacing damaged components and checking that the complete solution continues to function as intended.

G141. Preventive Maintenance

Preventive maintenance involves carrying out checks or servicing before a problem occurs.

For tablet kiosks, this might include inspecting mounting hardware, checking charging connections, cleaning the enclosure and confirming software functionality at scheduled intervals.

G142. Planned Replacement

Planned replacement is the process of replacing equipment as part of a scheduled lifecycle rather than waiting for failure.

Planning tablet replacements in advance allows organisations to check compatibility, budget appropriately and minimise disruption.

G143. Spare Parts

Spare parts are replacement components kept available to repair or maintain equipment.

For larger tablet deployments, holding appropriate spares can reduce downtime and speed up repairs when components become damaged or require replacement.

G144. Product Specification

A product specification describes the technical and physical characteristics of a product.

For a tablet enclosure, this can include compatible tablet models, dimensions, materials, mounting options, security features, charging access and supported accessories.

G145. Technical Specification

A technical specification provides detailed information about how a product is designed or operates.

For commercial tablet solutions, technical specifications can help IT, procurement and installation teams confirm whether a product meets their project requirements.

G146. Product Compatibility

Product compatibility means that two or more components are designed to work together correctly.

For example, a tablet enclosure may be compatible with a particular tablet model and a compatible mounting system may attach to the enclosure.

G147. System Compatibility

System compatibility considers whether all the components of a complete solution can work together.

For a tablet kiosk, this could include the tablet, enclosure, mount, charging system, payment terminal, network and software.

G148. Procurement

Procurement is the process of sourcing and purchasing goods or services for an organisation.

Commercial tablet deployments may involve procurement teams, IT, facilities, finance, end users and other stakeholders.

G149. Procurement Specification

A procurement specification defines the requirements a product or solution needs to meet before it can be purchased.

A well-written specification can include compatibility, security, mounting, accessibility, durability, support and lifecycle requirements.

G150. Approved Supplier

An approved supplier is a company that has been assessed and accepted by an organisation as a suitable source of products or services.

For larger deployments, using approved suppliers can simplify purchasing, support and ongoing account management.

G151. Bill of Materials

A Bill of Materials, commonly called a BOM, is a list of the components required to create or install a complete solution.

For a tablet kiosk, a BOM might include the tablet, enclosure, mounting system, power supply, cables and payment hardware.

G152. Installation Kit

An installation kit is a collection of components supplied or assembled to help complete an installation.

Depending on the product, it may include mounting hardware, brackets, fixings, cables or other required components.

G153. Deployment Standard

A deployment standard is an agreed specification or process used to ensure installations are completed consistently.

For multi-site tablet projects, a deployment standard can define the approved tablet, enclosure, mounting position, cabling, testing and handover process.

G154. Standardisation

Standardisation means using consistent products, processes or specifications across an organisation or deployment.

Standardising tablet hardware and mounting solutions can simplify procurement, installation, support and future upgrades.

G155. Scalability

Scalability is the ability of a solution to grow as an organisation's requirements increase.

A scalable tablet deployment should be capable of expanding to additional devices, users or locations without requiring a completely different approach.

G156. Modular Design

Modular design means a product or system is made from separate components that can be replaced, added or reconfigured.

For tablet mounting solutions, modular design can make it easier to change tablet models, mounting locations or accessories over time.

G157. Interchangeable Component

An interchangeable component is a part designed to be replaced with another compatible component.

Interchangeable tablet enclosures or mounting accessories can help organisations adapt installations when their requirements change.

G158. Durability

Durability describes a product's ability to withstand normal use and environmental conditions over time.

For commercial tablet installations, durability is particularly important where devices are used frequently or by large numbers of people.

G159. Wear and Tear

Wear and tear refers to the gradual deterioration that can occur through normal use.

In a commercial tablet installation, this might affect cables, connectors, moving parts, mounting components or other frequently handled elements.

G160. Warranty

A warranty is a manufacturer's or supplier's commitment covering specified defects or failures for a defined period and under stated conditions.

Warranty terms vary between products, so organisations should review the applicable warranty before purchase.

G161. Technical Support

Technical support is assistance provided to help customers install, configure, troubleshoot or maintain a product or solution.

For commercial deployments, accessible technical support can be particularly valuable when multiple devices or locations are involved.

G162. After-Sales Support

After-sales support refers to assistance provided after a purchase has been completed.

It can include technical advice, replacement components, compatibility guidance, troubleshooting and help with future upgrades.

G163. Product Lifecycle

A product lifecycle describes the period from a product's introduction through its active use, maintenance and eventual replacement or retirement.

Understanding the expected lifecycle of tablet hardware and mounting equipment can help organisations plan budgets and upgrades.

G164. End of Life (EOL)

End of Life, or EOL, describes the point at which a manufacturer or supplier is retiring a product from active sale or support.

When a tablet reaches EOL, organisations should consider replacement options and check whether existing enclosures and mounting systems remain suitable.

G165. End of Support

End of Support is the point at which a manufacturer or software provider stops providing defined support for a product, operating system or service.

End-of-support dates should be considered when planning long-term tablet deployments.

G166. Sustainable Deployment

A sustainable deployment aims to minimise unnecessary waste and maximise the useful life of equipment.

Using modular mounting systems, replacing only components that need upgrading and planning hardware refreshes carefully can help organisations make better use of existing infrastructure.

G167. Reuse

Reuse means continuing to use an existing product, component or installation rather than replacing it unnecessarily.

In tablet deployments, reusable mounting hardware can potentially remain in place when a compatible tablet or enclosure is upgraded.

G168. Total Deployment Cost

Total Deployment Cost is the complete cost associated with putting a technology solution into operation.

For a tablet kiosk project, this can include hardware, enclosures, mounting systems, accessories, installation, configuration, software, connectivity and ongoing support.

Considering total deployment cost provides a more realistic picture than looking only at the price of the tablet or enclosure.

G169. Lifecycle Management

Lifecycle management is the process of managing equipment from purchase and deployment through maintenance, upgrade and eventual replacement.

For tablet deployments, good lifecycle management helps organisations plan hardware refreshes, budgets and compatibility requirements rather than reacting when devices fail.

G170. Hardware Lifecycle

Hardware lifecycle refers to the useful period during which a physical device or component remains suitable for its intended purpose.

The lifecycle of a tablet may differ from that of its enclosure or mounting system, which is why modular mounting can be valuable.

G171. Software Lifecycle

Software lifecycle describes the period during which software is developed, maintained, updated and eventually replaced or retired.

When choosing tablets for commercial use, organisations should consider whether the required applications will continue to support the device throughout its expected deployment.

G172. Operating System

An operating system is the core software that manages a device and allows applications to run.

Common tablet operating systems include Android and iPadOS. The operating system can affect application compatibility, device management and kiosk functionality.

G173. Firmware

Firmware is software built into a hardware device that controls or supports its operation.

Firmware updates may improve functionality, compatibility, reliability or security, depending on the equipment involved.

G174. Software Update

A software update is a newer version of software intended to improve functionality, security, compatibility or performance.

Commercial tablet deployments should have a sensible process for managing software updates without disrupting customer-facing services.

G175. Security Update

A security update is a software update designed to address known security vulnerabilities or improve protection against potential threats.

Keeping supported tablets and applications appropriately updated is an important part of device security.

G176. Device Configuration

Device configuration refers to the settings and software arrangements applied to a tablet before it is put into service.

Configuration may include network settings, applications, security policies, kiosk mode, user permissions and device-management settings.

G177. Device Provisioning

Device provisioning is the process of preparing a new tablet for operational use.

It can include registering the device with an MDM platform, installing applications, applying security policies, configuring networks and assigning the device to a specific location or user group.

G178. Device Enrolment

Device enrolment is the process of registering a tablet with a device-management platform or organisational system.

Once enrolled, the organisation may be able to manage settings, applications and security policies remotely, depending on the platform.

G179. Remote Configuration

Remote configuration allows authorised IT teams to change supported device settings without physically accessing the tablet.

This can save significant time when managing tablets across multiple locations.

G180. Remote Monitoring

Remote monitoring allows an organisation to check the status or health of supported devices from a central location.

Depending on the management platform, monitoring may include device availability, connectivity, software status or other operational information.

G181. Device Fleet

A device fleet is the collection of tablets or other devices managed by an organisation.

A small business might have a fleet of ten tablets, while a national organisation could manage thousands across multiple sites.

G182. Fleet Management

Fleet management is the process of managing a large number of devices consistently.

For tablet deployments, fleet management can include procurement, configuration, monitoring, security, maintenance, replacement and reporting.

G183. Device Inventory

A device inventory is a record of the equipment owned or managed by an organisation.

Useful inventory information can include device model, serial number, location, installation date, enclosure type and lifecycle status.

G184. Asset Management

Asset management is the process of tracking and managing physical and digital assets throughout their lifecycle.

For commercial tablets, asset management can help organisations understand where devices are located, who is responsible for them and when they may need replacement.

G185. Serial Number

A serial number is a unique identifier assigned to an individual device or component by its manufacturer.

Recording serial numbers can make warranty claims, asset management, troubleshooting and replacement easier.

G186. Asset Tag

An asset tag is a label or identifier attached to equipment so that an organisation can identify and track it.

Asset tags are commonly used by IT and facilities teams to manage larger tablet deployments.

G187. Device Location

Device location is the recorded physical location where a tablet or other device is installed or stored.

Maintaining accurate location information can be particularly useful across multi-site deployments.

G188. Installation Record

An installation record documents key information about a completed installation.

It can include the tablet model, enclosure, mounting method, location, installation date, installer and relevant power or network arrangements.

G189. Site Acceptance

Site acceptance is the process of confirming that an installation has been completed to the agreed requirements.

It may involve checking physical installation, functionality, accessibility, software, connectivity and customer experience before formally accepting the site.

G190. Commissioning

Commissioning is the process of testing and confirming that a newly installed system is ready for operational use.

For a tablet kiosk, commissioning should cover the hardware, enclosure, mount, power, connectivity, software and intended user journey.

G191. Handover

Handover is the process of transferring an installed solution from the installation team to the organisation responsible for operating it.

A good handover should include relevant documentation, operating information, maintenance requirements and details of the installed hardware.

G192. Change Management

Change management is the structured process used to introduce changes to an existing system while minimising disruption and risk.

For a tablet deployment, this might apply when changing tablet models, software, payment hardware, mounting arrangements or deployment locations.

G193. Rollback Plan

A rollback plan describes what will happen if a planned technology change does not work as expected.

For a large tablet deployment, having a rollback plan can reduce operational disruption when introducing new software, hardware or configurations.

G194. Network Security

Network security refers to the measures used to protect devices and systems when they connect to a network.

For tablet kiosks, this can include secure Wi-Fi, appropriate network permissions, device management and restricting unnecessary network access.

G195. Guest Network

A guest network is a separate network designed to provide controlled connectivity for visitors or devices that shouldn't have access to an organisation's main network.

Guest networks can be useful for customer-facing tablets where appropriate.

G196. Ethernet Adapter

An Ethernet adapter allows a device without a built-in Ethernet port to connect to a wired network.

Some tablets may require a compatible adapter or docking solution when a wired network connection is needed.

G197. PoE Adapter

A PoE adapter is a device that can provide power and, depending on the solution, network connectivity to compatible equipment using Power over Ethernet.

PoE can be useful where reducing separate power and network cabling is desirable.

G198. Bandwidth

Bandwidth describes the amount of data that can be transferred across a network connection over a given period.

Most simple tablet kiosk applications don't require particularly high bandwidth, but applications involving video, large files or cloud services should be assessed appropriately.

G199. Network Latency

Network latency is the time it takes for data to travel between devices or systems.

Low latency can be important for interactive applications, particularly where a tablet communicates continuously with a remote service.

G200. Offline Mode

Offline mode allows an application or device to continue performing some functions when a network connection is unavailable.

Whether offline operation is possible depends entirely on the software being used.

G201. Cloud Management

Cloud management allows devices, applications or services to be administered through internet-connected systems rather than requiring local access to every device.

This can be particularly useful for organisations managing tablets across multiple locations.

G202. Remote Support

Remote support allows an authorised support team to diagnose or assist with a device without necessarily visiting the physical installation.

Remote support can reduce downtime and travel requirements for multi-site deployments.

G203. Monitoring Alert

A monitoring alert is a notification generated when a device or system meets a defined condition.

For example, an organisation may configure alerts for devices that go offline or require attention, depending on the capabilities of its management platform.

G204. Uptime

Uptime describes the amount of time a device or service remains operational and available.

For customer-facing tablet kiosks, high availability is particularly important because an unavailable kiosk can interrupt the intended customer journey.

G205. Downtime

Downtime is a period during which a device or service isn't available for its intended purpose.

Good installation, maintenance, monitoring and lifecycle planning can help reduce avoidable downtime.

G206. Service Continuity

Service continuity is the ability to continue providing an important service when equipment, software or other components experience problems.

For larger tablet deployments, spare devices, replacement components and documented procedures can all contribute to service continuity.

G207. Business Continuity

Business continuity is the broader process of ensuring an organisation can continue operating when unexpected problems occur.

Tablet kiosk projects may form part of a wider business-continuity plan, particularly where digital check-in, ordering or customer services are operationally important.

G208. Failover

Failover is the process of switching to an alternative system or component when the primary one becomes unavailable.

Whether failover is possible depends on the software, network and infrastructure supporting the tablet deployment.

G209. Redundancy

Redundancy means having an additional system, component or resource available so that a service can continue if the primary component fails.

Redundancy may be relevant to large or business-critical deployments.

G210. Disaster Recovery

Disaster recovery refers to the processes used to restore systems and services following a major disruption.

For tablet deployments, recovery planning may include device configuration records, application backups, replacement hardware and documented installation procedures.

G211. Backup Device

A backup device is an additional tablet or other piece of equipment kept available to replace a primary device if it fails.

Maintaining appropriate backup devices can reduce downtime in larger deployments.

G212. Hot Spare

A hot spare is a replacement device or component that is already prepared and available for rapid deployment if the primary equipment fails.

This approach can be useful where uninterrupted service is particularly important.

G213. Mean Time to Repair (MTTR)

Mean Time to Repair, or MTTR, is a measure of the average time required to restore equipment after a failure.

Organisations can reduce MTTR by keeping spare components available, documenting installations and ensuring support teams know how the equipment is configured.

G214. Preventive Inspection

A preventive inspection is a planned check designed to identify potential problems before they cause a failure.

For a tablet kiosk, this might include checking mounting hardware, cables, charging connections, enclosure condition and general operation.

G215. Environmental Protection

Environmental protection refers to features or installation measures that help equipment operate appropriately within its intended environment.

Considerations may include dust, moisture, temperature, sunlight, cleaning processes and physical activity around the tablet.

Always check the specific product's environmental specifications rather than assuming that every enclosure is suitable for every environment.

G216. IP Rating

An IP rating, or Ingress Protection rating, classifies the degree of protection provided by an enclosure against solids and liquids.

An IP rating is product-specific and should be checked carefully where a tablet installation will be exposed to dust, water or other environmental conditions.

G217. Indoor Installation

An indoor installation is a tablet deployment located within an enclosed building or other protected environment.

Even indoors, factors such as humidity, cleaning, sunlight, temperature and user traffic should still be considered.

G218. Outdoor Installation

An outdoor installation is a tablet deployment located outside a conventional indoor environment.

Outdoor applications require particularly careful consideration of weather, temperature, moisture, sunlight, security, power and connectivity.

Not every tablet enclosure is designed for outdoor use, so suitability must always be confirmed before installation.

G219. PCI DSS

PCI DSS stands for **Payment Card Industry Data Security Standard**.

It is a set of security requirements relating to the handling of payment card data.

For tablet payment installations, PCI DSS considerations generally relate to the payment system and software rather than simply the physical tablet enclosure. Organisations should confirm requirements with their payment provider.

G220. Payment Gateway

A payment gateway is a service that securely transfers payment information between a payment application and the systems used to authorise a transaction.

A tablet kiosk may connect to a payment gateway through its chosen software or payment platform.

G221. Payment Processor

A payment processor is a company or service that helps handle the processing of electronic payment transactions between the merchant, payment network and other relevant parties.

The payment processor is separate from the physical tablet enclosure or mounting hardware.

G222. Merchant Account

A merchant account is a type of business account that allows an organisation to receive funds from card or other electronic payment transactions.

Whether a merchant account is required depends on the payment provider and payment solution being used.

G223. Payment Terminal Mount

A payment terminal mount is a bracket, holder or other physical component used to position a payment terminal securely.

The correct mount should be compatible with the specific payment terminal and the wider tablet installation.

G224. Contactless Payment Terminal

A contactless payment terminal allows customers to make payments by presenting a compatible card, smartphone or other device close to the terminal.

When integrated with a tablet kiosk, the terminal should be positioned so that customers can easily reach and use it.

G225. Payment Workflow

A payment workflow is the sequence of steps a customer or staff member follows to complete a payment.

A well-designed tablet payment installation considers the complete journey, from selecting a product or service through to payment confirmation.

G226. Customer Journey

The customer journey describes the stages a customer goes through when interacting with a business or service.

For a tablet kiosk, the journey might include arriving, finding the kiosk, reading instructions, interacting with the tablet, making a payment and completing the process.

G227. Self-Service Kiosk

A self-service kiosk allows customers or visitors to complete a process independently using a digital interface.

Examples include ordering, check-in, registration, payment, ticketing and information access.

G228. Assisted Service

Assisted service combines digital technology with support from a member of staff.

A tablet can give staff access to information, ordering systems or payment services while allowing them to remain physically close to the customer.

G229. Accessibility Features

Accessibility features are design elements intended to make technology easier to use for people with different physical, sensory or cognitive needs.

Depending on the application, these may include appropriate screen positioning, readable interfaces, touch controls, audio and other software or hardware features.

G230. Accessible User Interface

An accessible user interface is designed so that as many people as reasonably possible can understand and operate it.

For tablet kiosks, accessibility should consider text size, contrast, touch targets, instructions, navigation and the physical position of the screen.

G231. Touch Target

A touch target is an interactive area on a touchscreen that a user can tap.

Touch targets should generally be large enough and appropriately spaced to make them comfortable and reliable to use, particularly on customer-facing kiosks.

G232. Screen Brightness

Screen brightness determines how strongly the display illuminates its content.

The appropriate brightness depends on the environment. A tablet positioned near windows or bright lighting may require different settings from one installed in a darker reception area.

G233. Viewing Distance

Viewing distance is the distance between the user and the tablet screen.

It can affect readability, screen positioning and the overall user experience. A kiosk designed for close interaction will have different requirements from a display intended to be viewed from several metres away.

G234. User Flow

User flow describes the sequence of actions a person takes to complete a task.

For a tablet kiosk, good user flow means the customer can move from one step to the next without unnecessary confusion or assistance.

G235. On-Screen Instructions

On-screen instructions are messages or prompts displayed by the application to tell users what to do.

Clear instructions are particularly important for self-service kiosks because users may have no staff member immediately available to guide them.

G236. Wayfinding

Wayfinding is the process of helping people navigate a physical environment.

Tablet kiosks can support wayfinding by providing maps, directions, building information or instructions to visitors.

G237. Digital Information Point

A digital information point is a device or kiosk that allows users to access information electronically.

A mounted tablet can provide a compact information point for workplaces, visitor attractions, hotels, healthcare facilities and public buildings.

G238. Interactive Display

An interactive display allows users to actively engage with digital content rather than simply viewing it.

A touchscreen tablet is one example of an interactive display and can support searching, browsing, forms, ordering and other user-driven activities.

G239. Customer Self-Service

Customer self-service allows customers to complete tasks themselves using digital or physical tools provided by an organisation.

Tablet kiosks can support self-service while allowing staff to remain available for customers who need additional assistance.

G240. Transaction

A transaction is an individual business interaction, such as a purchase, payment, booking or other recorded activity.

In a tablet-based POS or payment environment, transactions are generally processed by the relevant software and payment systems.

G241. Transaction Processing

Transaction processing is the sequence of actions involved in completing and recording a business transaction.

For payments, this can involve the tablet application, payment terminal, payment provider and other connected systems.

G242. Digital Workflow

A digital workflow is a defined sequence of tasks completed using digital technology.

Tablet kiosks can form part of digital workflows for visitor registration, patient check-in, ordering, payments, surveys and many other business processes.

G243. Workflow Automation

Workflow automation uses software to perform defined tasks or move information between stages with reduced manual intervention.

A tablet kiosk can act as the starting point for an automated workflow, such as collecting visitor information and sending it to a central management system.

G244–G268

G244. Digital Transformation

Digital transformation is the process of using digital technology to improve how an organisation operates or delivers services.

Tablet kiosks can form part of a wider digital transformation project by replacing paper-based or manual processes with accessible digital workflows.

G245. Digital Self-Service

Digital self-service allows customers, visitors or employees to complete tasks using technology rather than relying entirely on staff assistance.

Tablet kiosks can support digital self-service for ordering, registration, check-in, payments, surveys and information.

G246. Customer Check-In

Customer check-in is the process of recording a customer's arrival or confirming their appointment or booking.

A tablet can provide a simple digital interface for check-in while passing information to the organisation's chosen software platform.

G247. Patient Check-In

Patient check-in is the process of registering a patient's arrival at a healthcare facility.

A tablet kiosk can support digital patient check-in, provided the chosen software and installation meet the organisation's operational, privacy, accessibility and security requirements.

G248. Employee Check-In

Employee check-in allows staff to record their arrival, attendance or participation in a workplace process.

A tablet can provide a convenient interface for supported employee-management or workplace applications.

G249. Visitor Registration

Visitor registration is the process of recording information about people arriving at a workplace, healthcare facility, school or other organisation.

A tablet kiosk can provide the physical interface for a digital visitor-registration system.

G250. Digital Forms

Digital forms allow users to enter information electronically rather than completing a paper form.

Tablet kiosks can be particularly useful for registration forms, surveys, declarations, applications and customer information.

G251. Data Capture

Data capture is the process of collecting information and entering it into a digital system.

A touchscreen tablet can make data capture straightforward for customers, visitors, patients or staff, depending on the application.

G252. Digital Signature

A digital signature is an electronic method of indicating approval, agreement or authentication within a digital process.

A tablet touchscreen can sometimes be used to capture a user's signature, although the legal and technical requirements depend on the application and jurisdiction.

G253. Electronic Form

An electronic form is a digital version of a form that can be completed using a computer, tablet or other device.

Electronic forms can reduce paper handling and allow submitted information to move directly into a digital workflow where the software supports it.

G254. Self-Service Terminal

A self-service terminal is a dedicated device that allows users to complete a task independently.

A tablet kiosk is one example of a self-service terminal and can be used for ordering, check-in, payment, registration and information.

G255. Interactive Kiosk

An interactive kiosk allows users to actively engage with digital content or services.

Unlike a display that simply shows information, an interactive kiosk can accept touch input and respond to user actions.

G256. Information Kiosk

An information kiosk provides users with access to digital information.

Examples include maps, directories, product information, visitor guidance, opening hours and service information.

G257. Wayfinding Kiosk

A wayfinding kiosk helps people navigate a building, site or other physical environment.

A tablet-based kiosk can provide maps, directions and location information to visitors in places such as hospitals, offices, hotels and visitor attractions.

G258. Digital Directory

A digital directory allows users to search for people, departments, services, products or locations electronically.

Tablet kiosks can provide an interactive alternative to traditional printed directories.

G259. Interactive Menu

An interactive menu allows customers to browse products or food items and, where supported, select items or place an order digitally.

Tablet-based menus can provide more flexibility than static printed menus because content can be updated through software.

G260. Digital Menu

A digital menu presents food, drink, products or services electronically rather than on printed material.

A tablet can provide a compact digital menu while also supporting interactive ordering, payment or additional information where the software allows it.

G261. Product Catalogue

A product catalogue is a collection of information about products offered by a business.

A tablet can provide an interactive product catalogue, allowing customers to search, compare products and access information that may not be physically displayed in store.

G262. Endless Aisle Solution

An endless aisle solution allows a retailer to offer customers access to products beyond the physical stock available in a particular store.

A tablet kiosk can provide the interface for browsing wider inventory and placing orders through the retailer's systems.

G263. Assisted Selling Solution

An assisted selling solution gives staff digital tools to help customers make informed purchasing decisions.

A tablet can provide access to product specifications, availability, images, reviews, ordering systems and other information while the employee remains with the customer.

G264. Customer Engagement

Customer engagement describes the ways in which a business interacts with and involves its customers.

Interactive tablet installations can support engagement through product information, surveys, loyalty programmes, promotions, ordering and other digital experiences.

G265. Digital Feedback

Digital feedback allows customers, visitors, patients or employees to provide comments or ratings electronically.

A tablet kiosk can provide a convenient dedicated point for collecting feedback immediately after an interaction or service.

G266. Customer Survey

A customer survey is a structured set of questions used to collect feedback or information from customers.

Tablets can make surveys easier to complete at the point of service and can potentially send responses directly into a digital system.

G267. Digital Queue Management

Digital queue management uses software and connected devices to organise waiting customers or visitors.

A tablet kiosk can allow users to join a queue, check in for an appointment or receive instructions, depending on the chosen system.

G268. Queue Management Kiosk

A queue management kiosk is a dedicated self-service station used to help customers or visitors join, manage or navigate a queue.

The tablet provides the user interface, while the wider queue-management system handles the underlying workflow.

G269. Usage Analytics

Usage analytics is the process of collecting and reviewing information about how a digital service or device is used.

For a tablet kiosk, analytics may help an organisation understand factors such as the number of interactions, popular services, peak usage times or completed customer journeys. The information available depends on the software and analytics platform being used.

G270. Device Analytics

Device analytics provides information about the operation or status of managed devices.

Depending on the management platform, this may include connectivity, battery status, software version, application usage or other device information.

G271. Performance Monitoring

Performance monitoring is the ongoing process of checking how well a device, application or system is operating.

For commercial tablet deployments, monitoring can help identify issues before they have a significant impact on users or business operations.

G272. Service Level Agreement (SLA)

A Service Level Agreement, often shortened to SLA, is an agreed description of the level of service a supplier or provider is expected to deliver.

An SLA may cover areas such as support availability, response times, repair arrangements or service performance. The exact terms depend on the supplier and agreement.

G273. Support Escalation

Support escalation is the process of passing an issue to a more specialised or senior support resource when it cannot be resolved at the first stage.

For a tablet deployment, escalation may involve different suppliers depending on whether the issue relates to the tablet, enclosure, mounting system, network, software or payment solution.

G274. Root Cause Analysis

Root cause analysis is the process of investigating a problem to identify its underlying cause rather than simply treating the visible symptom.

For example, repeated tablet failures may require investigation into power, software, environmental conditions or installation practices rather than repeatedly replacing the device.

G275. Incident Management

Incident management is the process used to identify, record, respond to and resolve operational problems.

For larger tablet deployments, a clear incident-management process can help ensure faults are handled consistently and lessons are captured for future improvements.

G276. Issue Resolution

Issue resolution is the process of identifying a problem and taking the appropriate action to restore normal operation.

The right solution depends on the cause. A software issue, damaged cable, compatibility problem and installation fault may all require different responses.

G277. Deployment Checklist

A deployment checklist is a structured list of tasks or requirements that should be completed before a solution goes live.

For a tablet installation, a checklist may include compatibility, mounting, power, network connectivity, software configuration, testing, cleaning and final user checks.

G278. Installation Plan

An installation plan sets out how a solution will be physically deployed.

It may include equipment requirements, installation locations, mounting methods, power, cabling, responsibilities, timings and testing procedures.

G279. Site Readiness

Site readiness describes whether a location has been properly prepared for installation.

Before deploying a tablet kiosk, organisations may need to confirm suitable mounting surfaces, available power, network connectivity, physical space and any relevant approvals.

G280. Project Stakeholder

A project stakeholder is a person, team or organisation affected by, involved in or responsible for part of a project.

For a commercial tablet deployment, stakeholders may include IT, facilities, procurement, operations, management, installers, software providers and end users.

G281. Requirements Gathering

Requirements gathering is the process of identifying what a project needs to achieve before selecting or designing a solution.

For Armourdog customers, useful requirements may include the tablet model, application, location, mounting preference, security needs, charging requirements and future expansion plans.

G282. Solution Design

Solution design is the process of deciding how different products, technologies and processes will work together to meet a particular requirement.

A tablet deployment may combine hardware, mounting, power, connectivity, software and supporting business processes into one complete solution.

G283. Proof of Compatibility

Proof of compatibility is evidence that two or more products or components are suitable for use together.

This may come from a manufacturer specification, compatibility list, physical testing or another reliable source. Where compatibility is important, assumptions should be avoided.

G284. Future-Proofing

Future-proofing means making choices that may help a solution remain useful as requirements or technology change.

For tablet installations, this can include considering modular mounting, replaceable components, upgrade paths and the likely lifecycle of the chosen tablet.

Future-proofing cannot guarantee compatibility with unknown future products, but good planning can reduce unnecessary replacement costs.

G285. Upgrade Path

An upgrade path describes the options available for moving from an existing product or system to a newer one.

For a tablet installation, a useful upgrade path may allow the tablet or enclosure to be changed while retaining suitable mounting hardware or infrastructure.

G286. Backward Compatibility

Backward compatibility means a newer product or system can continue working with an earlier version or existing component.

Backward compatibility should never be assumed for tablet enclosures, accessories or mounting systems; it should be confirmed against the relevant specifications.

G287. Obsolescence

Obsolescence occurs when a product becomes outdated, unsupported, unavailable or no longer suitable for its intended purpose.

In tablet deployments, obsolescence may affect the tablet itself, operating system, software or accessories before the mounting hardware reaches the end of its useful life.

G288. Responsible Disposal

Responsible disposal is the process of disposing of equipment in a way that considers environmental and regulatory responsibilities.

Tablets and electronic equipment may require specialist recycling or disposal processes, particularly where batteries or data-bearing components are involved.

Organisations should follow applicable local regulations and their own approved disposal procedures.

G289. E-Waste

E-waste, or electronic waste, refers to discarded electronic equipment and components.

Reducing unnecessary e-waste can involve extending the useful life of suitable equipment, repairing products where practical and using appropriate recycling routes when replacement is necessary.

G290. Circular Economy

A circular economy aims to keep products and materials in use for as long as practical through approaches such as reuse, repair, refurbishment and recycling.

For commercial tablet deployments, modular designs and replaceable components can sometimes support a more resource-efficient approach to equipment lifecycle management.

G291. Modular Upgrade

A modular upgrade involves replacing or updating one part of a solution rather than replacing the complete system.

For example, a suitable tablet enclosure may be replaced while retaining compatible mounting hardware, depending on the design of the products involved.

G292. Total Cost of Ownership (TCO)

Total Cost of Ownership, or TCO, is the overall cost of owning and operating a product or solution throughout its expected life.

For a tablet deployment, TCO may include the initial purchase, installation, software, accessories, support, maintenance, replacement and downtime costs.

Looking at TCO can help organisations compare solutions more realistically than simply comparing the initial purchase price.

G293. Return on Experience (ROX)

Return on Experience, sometimes called ROX, is an approach that considers the value created by improving the experience of customers, employees or other users.

For a tablet kiosk, benefits may include easier self-service, reduced frustration, quicker access to information or more efficient interactions.

Unlike a direct financial calculation, ROX may involve both measurable and less easily measured benefits.

Glossary of Key Terms — G294–G318

G294. Business Case

A business case explains why an organisation is considering a project or investment and what benefits it expects to achieve.

For a tablet deployment, a business case might consider customer experience, staff efficiency, reduced paper processes, improved data capture, faster service or potential cost savings.

G295. Pilot Deployment

A pilot deployment is a small-scale implementation used to test a solution before it is rolled out more widely.

A pilot can help an organisation check compatibility, user experience, installation requirements and operational processes in a real environment.

G296. Proof of Concept (PoC)

A Proof of Concept, or PoC, is a test designed to show whether a proposed solution is technically capable of meeting a particular requirement.

For example, an organisation might use a PoC to confirm that a tablet, enclosure, mounting solution and software can work together as intended before committing to a larger project.

G297. Trial Installation

A trial installation is a temporary or limited deployment used to evaluate a solution in its intended environment.

It can help identify practical issues involving positioning, user interaction, power, connectivity, accessibility and day-to-day operation.

G298. Rollout

A rollout is the process of introducing a new solution across one or more locations, teams or groups of users.

A rollout may take place in phases, particularly where an organisation has multiple sites or needs to minimise operational disruption.

G299. Phased Deployment

A phased deployment introduces a solution gradually rather than installing everything at the same time.

For example, an organisation might begin with a small number of locations, review the results and then expand the deployment in stages.

G300. Deployment Scale

Deployment scale describes the size of a project in terms of the number of devices, locations, users or installations involved.

A suitable solution for one tablet at a reception desk may require a very different approach when the same organisation needs hundreds of devices across multiple sites.

G301. Multi-Site Deployment

A multi-site deployment involves installing and managing equipment across more than one physical location.

Consistency in products, installation methods, documentation and support can make multi-site deployments easier to manage.

G302. Standard Operating Procedure (SOP)

A Standard Operating Procedure, or SOP, is a documented set of instructions explaining how a routine task should be completed.

For tablet installations, an SOP might cover daily checks, cleaning, fault reporting, restarting equipment or replacing a device.

G303. Ownership

Ownership describes who is responsible for a product, system or process.

In a tablet deployment, ownership should be clear because different teams may be responsible for the hardware, software, network, physical installation and day-to-day operation.

G304. Operational Responsibility

Operational responsibility refers to the person or team accountable for keeping a service working as intended.

For a customer-facing tablet kiosk, operational responsibility may include checking that the device is powered, functioning, clean and ready for users.

G305. Support Responsibility

Support responsibility defines who is expected to respond when something goes wrong.

A complete tablet solution may involve several suppliers, so it is helpful to establish whether an issue relates to the tablet, enclosure, mount, software, network or payment system before escalating it.

G306. Single Point of Contact (SPOC)

A Single Point of Contact, often shortened to SPOC, is the person or team responsible for coordinating communication about a project or service.

Having a clear SPOC can simplify communication between customers, suppliers, installers, IT teams and other stakeholders.

G307. Escalation Path

An escalation path describes the route an issue follows when it cannot be resolved at the first level of support.

A clear escalation path helps ensure that technical, operational or supplier-related issues reach the appropriate people without unnecessary delays.

G308. Service Desk

A service desk is a central point through which users can report issues, request assistance or access technical support.

In larger organisations, tablet-related issues may be recorded through the existing IT service desk before being directed to the appropriate supplier or support team.

G309. Fault Reporting

Fault reporting is the process of recording and communicating a problem with equipment or a service.

A useful fault report should include enough information to help identify the issue, such as the device location, tablet model, symptoms and any relevant error messages.

G310. Remote Troubleshooting

Remote troubleshooting is the process of investigating and resolving an issue without physically visiting the installation.

Depending on the problem and available systems, remote troubleshooting may involve checking software, connectivity, device status or configuration.

G311. On-Site Support

On-site support involves a technician or support professional attending the physical location where equipment is installed.

It may be required when a problem cannot be resolved remotely or when physical inspection, repair or replacement is necessary.

G312. Replacement Unit

A replacement unit is a device or component supplied to take the place of one that is faulty, damaged or no longer suitable.

For larger deployments, keeping suitable replacement equipment available can help reduce service disruption.

G313. Swap-Out

A swap-out is the process of removing an existing device or component and replacing it with another suitable unit.

For tablet deployments, a well-designed installation can make swap-outs quicker when compatible hardware and clear installation records are available.

G314. Mounting Surface

A mounting surface is the physical structure to which a device, enclosure or bracket is attached.

Before installation, the mounting surface should be assessed for suitability, strength, condition and compatibility with the intended fixing method.

G315. Structural Fixing

A structural fixing is a method of attaching equipment securely to a suitable supporting structure.

The correct fixing method depends on the mounting surface, product weight, installation method and other project-specific requirements.

G316. Fixing Hardware

Fixing hardware includes the screws, bolts, anchors, brackets and other components used to secure equipment during installation.

The correct fixing hardware should be selected for the product and the mounting surface. It should not be assumed that one type of fixing is suitable for every wall, counter or floor.

G317. Load Rating

A load rating is the maximum weight or force that a product, component or fixing is designed to support under specified conditions.

When selecting mounts or installation hardware, the relevant load rating should be checked against the complete installation rather than considering the tablet weight alone.

G318. Installation Load

Installation load is the total weight and other forces applied to a mounting system or supporting structure.

Depending on the installation, this may include the tablet, enclosure, mount, accessories and forces created when users interact with the equipment.