

Busting Queues at the British Museum

Customer

The British Museum is a museum of human history and culture in London. Its collections, which number more than seven million objects are amongst the largest and most comprehensive in the world and originate from all continents, illustrating and documenting the story of human culture from its beginnings to the present.

Requirement

The British Museum, although an entry free attraction, occasionally displays some exhibitions for which payment is required. Having a website from which to offer bookings and receive payment was alright but the museum wanted their visitors to be able to collect their tickets from kiosks in the building itself. Acquire was commissioned by the British Museum to develop a 'queue busting' application that would allow visitors to print tickets without waiting in line. Created to enhance the Museum's on-line booking service, approximately 600 visitors per week were using the system to retrieve tickets at an allotted time, for 'paid entry' attractions within the venue, such as the Terracotta Army exhibit.



Solution

The solution was comprised of: the Acquire Premier Editor Suite, Acquire Player software, the PLUS! Network content and data distribution system and a customised software plug-in developed by Working Solutions (Creative IT) Ltd, to enable the software to work with the ticket dispensing hardware peripheral device.

The Acquire programmers worked alongside the British Museum's online ticketing system developers to create a kiosk interface that, having accepted the identity of the customer, dispensed the requisite number of tickets. The system was also able to automatically monitor the number of tickets in the kiosk's printer and send alerts to on-site technicians should it run out of paper, or encounter any other technical issues.

Acquire's software platform was ideal for this job because it was originally created specifically to facilitate the rapid and effective development of software plug-ins that expand its ever-increasing number of features. Once the solution had been developed, it was a straight forward job for the museum staff to modify the content and various parameters (e.g. the exhibition, etc) without any further development work.

The safety and security of the ticket-dispensing kiosks was assured by the Acquire Player's Sentinel software but the museum opted to upgrade it to the System Watchdog in order that their technicians could leverage the full power of the PLUS! Network and remotely monitor the kiosks in the event of any hardware failure. They were also able to review real-time reports to see how many customers had used the kiosks, how many tickets had been issued.

More Information

Please call +44 (0) 116 231 8921 or 888-578-8999 if you are in the USA. Or fill out our contact form at www.acquiredigital.com/ContactUs

Acquire Digital is an internationally recognized software brand, firmly established as a provider of cost effective and turnkey digital signage and kiosk software solutions, with more than 18,000 installed players and kiosks worldwide.

Working Solutions (Creative IT) Ltd is a software development and design studio with more than 10 years of experience that provides customized software solutions and websites for digital signage and kiosk deployers across the globe.

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