

# North America Self Services Technology Market (2016-2022)

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## Abstracts

In the current business scenario, consumers expect instant services, thereby opting for automated devices to reduce their manual operating tasks and avail faster services. Therefore, service providers are adopting automated devices that eventually minimize human errors and provide seamless performance. Transition or evolution of ordinary devices to fully automatic devices is driving the automation industry. Self-Service technology is a technological interface, allowing customers to avail service independent of the service provider. To help the customers make their transactions convenient, accurate and smooth, Self-Services technologies are replacing major face-to-face interactions with technologically advanced solutions. Customers, over the years have started using self-service technologies for hassle free and smooth transactions. This has increased the overall demand for these technologies, majorly in the developed countries such as U.S. Increasing demand for automated self-services technology, advancement in smartphone, easy accessibility paired with advancement in wireless communication are the major factors driving the world self-service technology market. In addition, rapidly growing retail sector would provide ample growth opportunity for the market. However, increasing security threats including information hacking and card skimming paired with strict government regulations regarding safety of customers' data limits the revenue generation for the self-services technology market.

Factors such as technological advancements and emergence of new business models are some of the key factors contributing to the rapid growth of self-services technology in the North America Country. The growing demand of such technologies from retail, healthcare, entertainment and travel industry has made difficult for businesses to allocate salespeople and customer service representatives at all locations. Technologies such as ATMs, vending machines and kiosks are helping these sectors to provide better services to customers. The maximum installation of kiosks, approximately



65% is witnessed in the Country.

The North America self-services technology market is bifurcated based on type and solution type. Based on type, the report segments the market into vending machine, ATM and kiosks and based on solution types, into deployment and managed services. ATM dominated the North America self-service technology market and is expected to maintain its dominance throughout the forecast period. Kiosk and other self-service technology have enhanced the overall consumer satisfaction level. Within the vending machine type, the market is segmented into beverage, snacks, candy, gumball, cigarette and specialized vending machines. Conventional, brown label, white label, smart ATM and cash dispenser are the major types of ATM's analyzed in the report. In addition, photo, DVD, ticketing, HR & employment, patient self-service, information providing and banking & financial among others are the various kiosks available in the market.

Further, for better analysis and penetration of self-service technology solutions the report bifurcate the North America self-service technology market into different countries including U.S., Canada, Mexico and rest of North America. In 2015, U.S. is estimated to dominate the North America self-services technology market and is expected to maintain its dominance throughout the forecast period.

Major players profiled in the report include KIOSK Information Systems Inc., HESS Cash Systems GmbH & Co. KG, NCR Corporation, Fujitsu Limited, Glory Itd., Azkoyen Group, Crane Co., Maas International B.V., Diebold, Incorporated and IBM Corporation.



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