Gruveo

Case Study - Gruveo

SiteKiosk and Gruveo bring secure, seamless video support directly into public spaces - empowering organizations to connect with customers instantly, safely, and more effectively.

About the Project

As organizations increasingly look for ways to deliver responsive and efficient customer support across physical locations, many face the challenge of maintaining high service standards without expanding physical infrastructure. To address this, PROVISIO and Gruveo have partnered to offer a fully integrated solution that brings together secure kiosk interfaces and real-time video communication.

By combining SiteKiosk Online's leading cloud-based kiosk and digital signage platform, with Gruveo's browser-based video call technology, this partnership enables organizations to offer direct, human support through self-service terminals - without requiring any apps or signups from the user.

About Gruveo

Founded in 2013 and headquartered in Košice, Slovakia, Gruveo is a technology company that provides a browser-based platform for video and voice calls - no downloads or registrations required. Businesses use Gruveo to offer customers quick and secure access to consultations, support, or sales conversations via a simple link. In addition to disposable rooms, the platform supports permanent links, group calls, screen sharing, and call recordings. With encrypted connections, API integration, and white-label options, Gruveo integrates seamlessly into existing systems, delivering a modern and hassle-free solution for digital communication.

This joint solution is ideal for sectors like transportation, government, retail, and healthcare, where scalable, flexible customer interaction is essential. Together, SiteKiosk and Gruveo empower businesses and public institutions to provide better service experiences, streamline operations, and improve accessibility in public-facing environments.

The Challenge

Modern customer-facing environments often deal with a set of recurring challenges: long queues at physical service counters, limited staff availability, and the rising expectation for digital-first service channels. In many cases, customers or users require quick access to human assistance - especially in locations where self-service terminals are the primary point of contact.

Organizations also face technical limitations. Offering secure communication options through public kiosks is complex, particularly when it involves third-party applications, custom hardware, or complex user authentication processes. Moreover, IT departments often struggle with managing device security, content control, and software updates across geographically distributed sites.

The need was clear: a secure, scalable, and easy-to-use video communication system that integrates seamlessly with managed kiosk terminals and does not burden the user with downloads or registrations.

The Solution

SiteKiosk and Gruveo together provide a robust and elegant answer to these challenges.

SiteKiosk Online acts as the foundation, delivering a highly secure and customizable platform for deploying public-facing terminals. The software locks down devices to prevent misuse, while offering a powerful design editor to tailor user interfaces and workflows. With its built-in support for scripting, remote monitoring, and centralized device control, SiteKiosk makes it easy to manage even large-scale deployments from a single location. Gruveo complements this by embedding real-time communication capabilities directly into the kiosk interface. With no need for users to install applications or create accounts, Gruveo allows immediate browser-based video and voice calls. Organizations can define how calls are routed - whether to individual agents or teams - while letting agents set their current availability using status indicators such as "online," "away," or "offline."

The service delivers consistent, high-quality performance across the globe, as the decentralized server infrastructure behind it ensures low latency, high availability, and reliable connections - no matter where the user or support agent is located.

The solution also supports advanced features such as call queuing, call recording (with storage in Gruveo, Dropbox, or Google Drive), and mobile agent apps for iOS and Android. This makes it especially well-suited for organizations needing dynamic and distributed support models.

The integration between the two platforms is seamless. Kiosks can be configured to show a custom "Call Support" button, launching the Gruveo interface within the SiteKiosk environment. All user interactions with SiteKiosk are secured with auto-logouts, session resets, and optional two-factor authentication - ensuring compliance with data protection standards.

The Implementation

Deployment is straightforward and fully adaptable to each organization's needs. SiteKiosk Online's editor allows administrators to design custom interfaces that match their branding and service logic. Gruveo links are embedded directly into the kiosk screens, enabling users to connect to support staff with a single tap.

System administrators configure the routing logic, call recording preferences, and agent groups, while SiteKiosk handles everything from device lockdown to remote content updates. The combined system is lightweight, cloud-managed, and requires no changes to existing infrastructure beyond the placement of the kiosk terminal itself.

In most implementations, the solution can go live within days and scale up gradually - accommodating new locations, additional support agents, or seasonal traffic changes with minimal overhead.
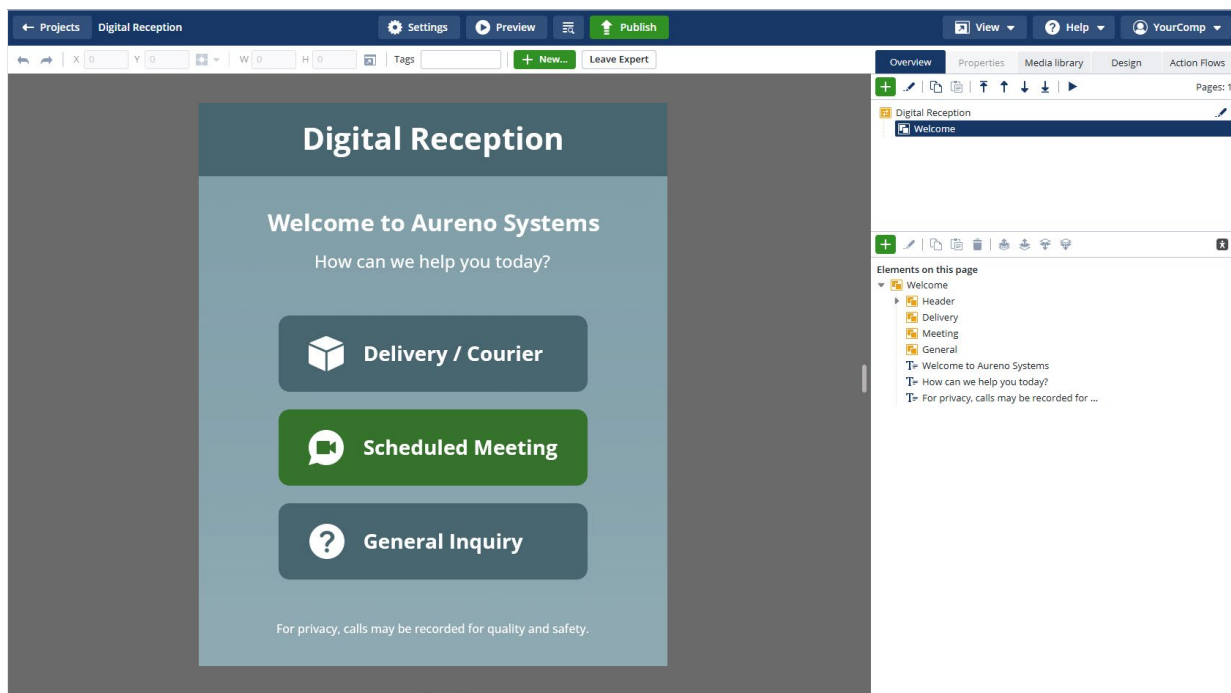
Screenshot: A simple digital reception interface enables secure, instant video calls for seamless customer interaction.

The Features

- **All-in-One Functionality:** Combines interface design, device lockdown, content delivery, and system monitoring

- **App-Free Video Calling:** One-click connection without downloads or user registration

- **Remote Management:** Centralized control over terminals, Gruveo links, and service workflows

- **Customizable Workflows:** Use scripting to adapt to each organization's service structure and goals

- **Secure Operation:** Auto logouts, access control, and compliance with privacy standards

- **Scalability:** Suitable for small rollouts or large networks with many devices and agents

The Benefits

The integration of SiteKiosk and Gruveo has delivered measurable value across all types of use cases. Customers benefit from instant access to real human support without needing to download software or navigate complex systems. Organizations gain a fully branded and controlled environment that simplifies support operations, reduces staffing costs, and increases service availability.

The system's scalability ensures that it can grow with the organization - whether it's a single terminal in a government office or hundreds of kiosks across a nationwide retail chain. The solution also enhances compliance and security, thanks to built-in session control, remote management, and data protection features.

Overall, this partnership modernizes customer interaction by making real-time human support easily accessible within any digital self-service environment.

Real-World Examples

A prime example of the integration between Gruveo and SiteKiosk Online can be found at Prestop's headquarters in the Netherlands. In the company's entrance area, visitors are welcomed by interactive self-service terminals that feature the Gruveo video-call integration directly within the secure SiteKiosk environment.

With just a single tap on the screen, visitors can initiate a live video call with a Prestop employee, allowing immediate clarification of who they are, why they are visiting, and how they can be assisted. This replaces the need for permanent front-desk staff and enables efficient, contactless communication while maintaining a professional and welcoming experience.

This use case not only improves visitor management and internal efficiency but also demonstrates the flexibility of Gruveo's video-call solution when embedded in SiteKiosk Online. Together, they illustrate how modern companies like Prestop use digital communication tools to streamline operations, strengthen accessibility, and present a forward-thinking corporate image.

Customer Experience

SiteKiosk is the world`s leading kiosk software with the most installations.

Free Trial Version

Try SiteKiosk Online free for 30 days (No credit card required) to experience the centralized ease of design and publishing that our solution has to offer.

Test 30 days free of charge

https://sitekiosk.online/