

SELF-SERVICE SOLUTIONS

Park Cities Baptist Church Dallas, Texas

CHECK-IN KIOSK SOLUTION





Check-In Kiosk Solution

Established in 1939 as a small neighborhood church, Park Cities Baptist Church has experienced tremendous growth over the past 80 years, and has welcomed more than 10,000 members.

Located in Dallas Texas along the Northwest Highway, Park Cities occupies a 10-acre campus that is home to their Community Life Center, Choral Hall, Chapel, Sanctuary, Fellowship Hall, Library, Activities Building, Gym, Mission House, and more. With multiple weekly happenings, from worship opportunities to Connect groups, Day School, and Parent’s Day Out programs, the church experiences a high volume of both member and visitor traffic on a regular basis.

The Challenge

While not all church members and visitors have children, many of them do—and as Park Cities continued to grow, it became apparent that their existing parent-child check-in solution, which consisted of a simple monitor and label printer, was no longer sufficient for their needs. “Our previous software and check-in systems were put in place in the late 2000s and were no longer modern or easy to use,” said Park Cities Baptist Church Business Administrator, Brandon Boyd. “It just was not very guest friendly or appealing.”



Meridian took an existing concept I had seen and made it work for our church. They provided a great response touch screen with a fast computer. Combined with a label printer on a moveable all-in-one unit, it provided the best solution I had seen. It’s easy to move, easy to use, and fast.

Brandon Boyd

Business Administrator,
Park Cities Baptist Church

Park Cities Baptist Church
A MERIDIAN CASE STUDY



The Solution

When looking to redesign their existing check-in solution, Park Cities Baptist Church turned to Meridian to develop a new and improved self-service check-in kiosk. “I wanted something sleek and easy to use that would provide a calming experience to parents that were about to drop their children off in the kids ministry,” said Boyd. At the time, the church was also making a transition to a new web-based church management system, so the timing was ideal to modernize and improve the overall experience of their existing check-in solution as well.

To accommodate Park Cities’ unique needs, Meridian modified their standard indoor G3 kiosk model to include casters for portability and a custom shelf to house a Dymo label printer. While Meridian designed and manufactured the hardware for the check-in kiosks, church management software from TouchPoint was integrated to complete the solution.

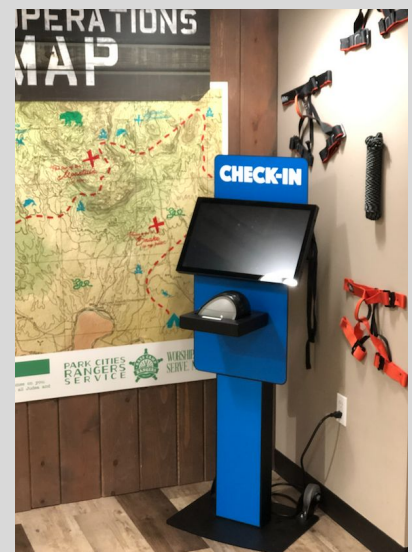
Designed to create a secure check-in and check-out experience for parents dropping off their children, the kiosks allow parents to enter their information and print off three security stickers. “One sticker goes on the back of their child, one goes on their diaper bag or backpack, and the third is a pick-up tag with a security code that must be matched with the child’s sticker during pickup,” said Boyd.

According to Boyd, the kiosks are typically used for Sunday morning kids check-in as well as for their Day School and Parents Day Out program. The church is also using the check-in kiosks to print name tags for their student and adult programs. “We also use it for meetings during the week if there is a large group of adults that needs name tags. It’s the same software setup, it just prints a single name tag for adults,” he said.

About the Client

Park Cities Baptist Church was founded in 1939 by a group of visionaries who believed there ought to be a church in their neighborhood.

Since moving their physical location from the University Park Town Hall to their current 10-acre campus along the Northwest Highway, the church has experienced growth in their membership numbers and their vision for boundless gospel, inexhaustible grace, overflowing generosity, relentless urgency, and courageous innovation.



The Results

Park Cities installed their first four check-in kiosks in late 2018 and immediately reaped the benefits. “Since installing the check-in kiosks, the main benefit we’ve noticed is an improved experience on Sunday mornings,” said Boyd. “The screens are larger and the new computers load and print faster. It’s also easier to move the kiosks if we need to relocate them to another area of the building.”

Designed for a high volume of use, Park Cities’ check-in kiosks process thousands of check-ins every week. “We need to get people in and out of the check-in area in under 15 seconds,” said Boyd. “To do so, we need the system to operate at peak capacity and it has been very reliable.”

While the check-in kiosks are still relatively new to Park Cities, the solution is designed to easily scale as the church continues to experience membership growth in the coming years. In fact, following the success of their initial launch of check-in kiosks, the Park Cities added an additional 4 units in early 2019.



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