

## **Self-Service Markets: ATMs, Kiosks, Vending Machines**

Market Research Report | 2023-04-28 | 111 pages | BCC Research

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### **Report description:**

Description

Report Scope:

The current report offers a detailed picture of the self-service market.

This report highlights the current and future market potential for self-service and provides a detailed analysis of the competitive environment, regulatory scenario, drivers, restraints, opportunities, and trends in the market. The report also covers market projections through 2027 and key market players.

This report discusses Self-Service and its various resources. It covers the overall self-service market, including self-service products. In addition, the report also analyzes various products in self-service, including ATMs, kiosks, and vending machines. Furthermore, a complete regional analysis of the market is also presented in the report.

The market has been segmented based on geography into North America, Europe, Asia-Pacific, and the Rest of the World (including Latin America, the Middle East, and Africa). Detailed analyses of major countries (the U.S., Canada, Germany, the UK, France, Spain, Italy, Japan, China, and India) are covered in regional segments. For market estimates, data has been provided for 2021 as the base year, with forecasts for 2022 through 2027. Estimated values are based on revenue from self-service companies as total revenues. Projected and forecasted revenue values are in constant U.S. dollars that have not been adjusted for inflation.

Report Includes:

- 33 data tables and 24 additional tables
- An overview of the global self-service markets, with focus on ATMs, kiosks, and vending machines

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- Estimation of the market size and analyses of global market trends, with data from 2021, 2022, estimates for 2023 with projections of compound annual growth rates (CAGRs) through 2027
- Highlights of the current and future market potential and quantification of self-service markets based on product, end-user, and region
- Identification of market drivers, restraints and other forces impacting the global market and evaluation of current market size and forecast
- Detailed description of ATMs, kiosks, and vending machines, and their manufacturing technologies
- Information on the advancements in digital market technologies, and new product launches of the industry
- Detailed analysis of the regulatory framework and policies and technological changes within the industry
- Market share analysis of the key companies of the industry and coverage of their proprietary technologies, strategic alliances, and other key market strategies and a relevant patent analysis
- Comprehensive company profiles of the leading players of the industry, including Acquire Digital Inc., KioWare, Frank Mayer and Associates Inc., Kiosk Group Inc., Westomatic Vending Services Ltd, and Elatec Inc.

## Executive Summary

### Summary:

Self-service systems are user-interactive systems designed to meet the user's needs for various processes. These terminals use specialized hardware and software components to give users access to information and other applications. The three self-service devices that are most frequently utilized are ATMs, vending machines, and information kiosk terminals. These systems are used more frequently for various purposes, including entertainment, retail, and BFSI. Self-service kiosks greatly boost customer continuity and increase business performance in multiple end-user segments. A kiosk generates a high ROI by increasing sales and reducing operating costs. In addition to the major advantages provided to a company by satisfied customers, kiosks are becoming increasingly affordable, and this drop in kiosk costs will help small to medium-sized companies remain competitive. Studies conducted through restaurants and retail outlets have shown that customers who interact with self-service kiosks typically buy 10% to 30% more than customers who interact with business employees. Additionally, the growth in smart cities and increased demand from the BFSI sector drive the demand for self-service technology.

The restaurant industry in the U.S. continued to rebound in 2021 after a sharp decline in 2020, though it has not yet returned to pre-pandemic levels. Total online and physical restaurant visits increased by 5% year-over-year but were down 6% compared to 2019 levels. While restaurant visits continue to increase, dine-in or on-premises visitation lags behind pre-pandemic levels. Dine-in restaurant visits decreased by 48% in the 12 months ending September 2021, compared to the pre-pandemic level in the year ending September 2019. Off-premises orders, which include carry-out, drive-thru, and delivery, increased by 20% in September compared to two years ago. Dine-in visits decreased by 10% year-over-year in the 12 months ending September 2021, while off-premises visits increased by 10%.

Full-service restaurants (FSR), which rely primarily on dine-in guests, have suffered more from the pandemic than any other restaurant industry. Visits to FSRs climbed by 7% in the fiscal year ending September 2021, compared to a 23% fall a year ago. FSR traffic was 17% lower in September than pre-pandemic, based on the 12 months ending in September 2019. Before the pandemic, FSR on-premises visits accounted for around 80% of overall segment traffic, with the remainder occurring off-premises. For the fiscal year ending September 2021, dine-in visits accounted for 56% of FSR traffic, while off-premises orders or visits accounted for 44%. Quick-service restaurants are less reliant on dine-in visits than FSRs, and the majority, particularly chains, had well-developed off-premises businesses when the epidemic began. However, QSRs have seen a decline in dine-in visits as well. Before the pandemic, dine-in visits accounted for 28% of total QSR visits; by September 2021, they accounted for 14% of traffic. On-premises visits to QSRs are 52% lower than pre-pandemic levels, while off-premises visits are 16% higher. Visits to QSRs climbed by 4% overall in the year ending September 2021 but decreased by 4% compared to the previous year.

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## **Table of Contents:**

Table of Contents

Chapter 1 Introduction

1.1 Study Goals and Objectives

1.2 Reasons for Doing This Study

1.3 What's New in This Update?

1.4 Scope of Report

1.5 Information Sources

1.6 Research Methodology

1.7 Geographic Breakdown

1.8 Analyst's Credentials

1.9 BCC Custom Research

1.10 Related BCC Research Reports

Chapter 2 Summary and Highlights

Chapter 3 Market and Technology Background

3.1 Current Market Overview

3.2 Development of Artificial Intelligence-Based Self-Service

3.3 Porter's Five Forces Analysis of the Market for Vending Machines

3.4 Porter's Five Forces Analysis of the Market for ATMs

3.5 Porter's Five Forces Analysis of the Market for Kiosk

3.6 Value Chain of Self-Service

3.6.1 Research and Development

3.6.2 Design and Production

3.6.3 Marketing and Sales

3.6.4 Distribution and Logistics

3.6.5 Customer Support

3.6.6 Data Analysis and Management

3.6.7 Maintenance and Upgrades

3.7 Future Outlook of Self-Service

3.7.1 Integration With Artificial Intelligence (AI)

3.7.2 More Seamless and Contactless Experiences

3.7.3 Expansion Into New Industries

3.8 COVID-19 Impact Analysis

3.8.1 Conclusion

Chapter 4 Market Dynamics

4.1 Market Drivers

4.1.1 Increased Business Performance

4.1.2 Growth of Smart City

4.1.3 Increasing Demand for Contactless Payment

4.2 Market Restraints

4.2.1 Increasing Cyberattacks

4.2.2 High Initial Costs

4.3 Market Opportunities

4.3.1 Adoption of Handheld Kiosks

Chapter 5 Regulatory Framework

Chapter 6 Market Breakdown by Product

6.1 Overview

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- 6.2 ATMs
- 6.3 Kiosks
  - 6.3.1 Check-in Kiosks
  - 6.3.2 Self-Service Check-Out Kiosks
  - 6.3.3 Ticketing Kiosks
  - 6.3.4 Self-Ordering Kiosks
  - 6.3.5 Financial Services Kiosks
  - 6.3.6 Bill Payment Kiosks
  - 6.3.7 Digital Signage Kiosks
- 6.4 Vending Machines
- Chapter 7 Market Breakdown by Component
  - 7.1 Overview
  - 7.2 Hardware
    - 7.2.1 Touchscreens
    - 7.2.2 Card Readers
    - 7.2.3 Printers
    - 7.2.4 Barcode Scanners
    - 7.2.5 Cameras
    - 7.2.6 Sensors
    - 7.2.7 Speakers
    - 7.2.8 Microphones
    - 7.2.9 Market Size and Forecast
  - 7.3 Software & Services
    - 7.3.1 Software
    - 7.3.2 Services
    - 7.3.3 Market Size and Forecast
- Chapter 8 Market Breakdown by End-User
  - 8.1 Overview
  - 8.2 Education Institution
    - 8.2.1 Market Size and Forecast
  - 8.3 Financial Services
    - 8.3.1 Market Size and Forecast
  - 8.4 Government
    - 8.4.1 Market Size and Forecast
  - 8.5 Hospitality & Entertainment
    - 8.5.1 Market Size and Forecast
  - 8.6 Medical/Healthcare
    - 8.6.1 Market Size and Forecast
  - 8.7 Travel & Transportation
    - 8.7.1 Market Size and Forecast
  - 8.8 Food Services & Restaurants
    - 8.8.1 Market Size and Forecast
  - 8.9 Retail
    - 8.9.1 Market Size and Forecast
  - 8.10 Others
    - 8.10.1 Market Size and Forecast
- Chapter 9 Market Breakdown by Region

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- 9.1 Overview
- 9.2 North America
  - 9.2.1 The U.S.
  - 9.2.2 Canada
  - 9.2.3 Mexico
- 9.3 Europe
  - 9.3.1 UK
  - 9.3.2 Germany
  - 9.3.3 France
  - 9.3.4 Spain
  - 9.3.5 Italy
- 9.4 Asia-Pacific
  - 9.4.1 China
  - 9.4.2 India
  - 9.4.3 Japan
- 9.5 Rest of the World

Chapter 10 Patent Analysis

Chapter 11 Competitive Landscape

11.1 Market Share Analysis

11.2 Key Developments

Chapter 12 Company Profiles

ACQUIRE DIGITAL INC.

ALVENI LLC (USA)

ANALYTICAL DESIGN SOLUTIONS INC., DBA KIOWARE

ELATEC INC.

FRANK MAYER AND ASSOCIATES INC.

FUJI ELECTRIC CO. LTD.

HONEYWELL INTERNATIONAL INC.

INTEL CORP.

KIOSK GROUP

KIOSK INFORMATION SYSTEMS

OLEA KIOSKS INC.

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