



Barclaycard, part of Barclays Bank Plc, is Europe's leading issuer of credit cards, with 11 million cards in circulation worldwide. Since the launch of the company in 1966 when they introduced the first credit card in the UK, Barclaycard has always been at the forefront of technology and in 1997 was the first card issuer to allow payments to be made over the Internet. So when Barclaycard needed a new cashless payment system for over 5,000 employees in their Northampton head office and 5 regional offices throughout the UK and Ireland, Counter Solutions were the natural choice.



In January 2002, Barclaycard House, Pavilion Drive, Northampton, was the first site to be installed and Go Live with Counter Solutions cashless catering and vending system.



Key requirements to Barclaycard were a cashless card usable in all sites, regardless of location or currency (something not offered by the previous system) and enhanced card loading facilities. The introduction of a single cardholder database within the CardWise application also provided increased security and peace of mind for the cardholders, as lost cards no longer mean lost cash. For Barclaycard's caterers Aramark, central reporting of sales from all sites was of key importance in effectively managing their catering business.

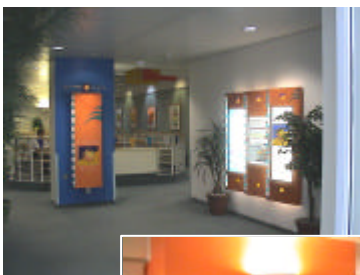
With the introduction of BFM SmartCash – the new Barclaycard Facilities Management branded Mifare card - Barclaycard employees are able to load their card with notes and coins, and also by debit and credit cards, using Counter Solutions' EFT system accredited by Barclaycard Merchant Services. Full audit history and mini statement are also available through the Customer Service Points located in each site. Using IBM' SurePos 500 Touchscreen EPoS terminals with barcode scanning the card is accepted at all till points in the Restaurant, Coffee Bar and Shop and in all vending machines.



Once live in Barclaycard House, Northampton, the rollout continued in other catering and vending outlets at regional offices in Northampton, Manchester, Kirkby, Teesside and Dublin. Counter Solutions' global e-purse application allows currency conversion between the UK and Ireland for employees who regularly travel between both locations.



Rod Barr, of Barclaycard Facilities Management explained "Our aim of providing a superior, reliable product for all staff and visitors has definitely been achieved despite challenging timescales and rigorous security requirements. I could not fault the dedication and support of the Counter Solutions team throughout the project. Part of our decision in awarding the contract was Counter Solutions' willingness and ability to work in partnership to deliver future enhancements such as system access for employees via e-enablement of desktop PC's".



William Brewill, Aramark's General Manager, stated, "The introduction of weigh & pay scales and barcode scanning has definitely speeded traffic through the till points and shortened queues. Also, the ability to centrally manage all till points and report on all sales in every location is a huge benefit to both Aramark and Barclaycard".



Key Features at Barclaycard:

- ✓ Networked IBM TouchScreen EPoS Terminals with weigh & pay and barcode scanning
- ✓ Contact less MIFARE BFM SmartCash cards
- ✓ Networked Customer Service Points
- ✓ Card Loading via cash, credit and debit cards
- ✓ Restaurant, Coffee Bar, Retail and Vending Operations
- ✓ Central Outlet Wise EPoS Management System
- ✓ Central CardWise Card Management System
- ✓ 365 days per year system support and diagnostics