

**CLIFFORD  
CHANCE**



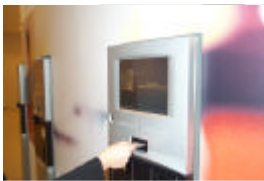
### Case Study

Clifford Chance are a global law firm with offices across the world specialising in many areas including Antitrust, Banking and Finance, Insurance, Property and Litigation. They have become Europe's number one law firm in Mergers and Acquisitions. As a world financial centre London is a key market for Clifford Chance. Their 236 partners and around 1,100 legal advisers advise the leading international investment banks, the world's largest multinationals, governments, regulators and multilateral institutions, as well as major regional and domestic businesses.

When the firm decided to relocate their London office from Aldersgate Street in the City to Canary Wharf, Clifford Chance set out in their search for a state of the art cashless payment system to sit within their world class facility. The new building on Canary Wharf, which was ready for occupation in August 2003, presented many challenges for staff moving there from various offices around London, so the introduction of a brand new cashless payment system had to be seamless. In saying this, the previous cashless payment system at Aldersgate had also reached the end of its lifecycle and needed replacing. After an intensive six month tender process which commenced a year in advance of the move, Counter Solutions were successful and were selected to provide a cost effective way of introducing the new system to Aldersgate Street before transferring this to the new Canary Wharf building.



By installing a temporary system at Aldersgate on a short term rental basis, Counter Solutions were able to help Clifford Chance achieve two goals – replace the existing system before incurring costly upgrades or maintenance charges from the previous supplier, and the implementation of a new system before the move – giving employees and staff one less thing to master in their new surroundings.



New HID 1431 security passes, with dual proximity and Mifare were issued inline with the implementation of the new cashless system and were also pre programmed to give access at both Aldersgate and Canary Wharf. For a short period of time during the move, both sites were open and the card could be used at all catering and vending outlets. Clifford Chance caterers Restaurant Associates now manage the fully networked cashless payment system at four catering outlets, two retail & leisure outlets and in a wide selection of vending machines.

Lee Doyle, Head of Business Services at Clifford Chance comments "Clifford Chance wanted to improve the capability of the cashless system and the Counter Solutions system was the best system to meet our requirements -especially that of combining the cashless card and security pass. The project team from Counter Solutions were very professional from the start and the switch to the new system at our old building went smoothly. Over the period of the move to the new building at Canary Wharf, Counter Solutions were very patient and supportive during this very busy period and the system worked well from day one. The caterers are now working to use the system to its full specification so that the information provided can help their management of the catering operation. The ability to download funds from a debit/credit card has also proven popular and the system can be judged as highly successful overall."

Chris Pearce, Operations Director at Restaurant Associates states "When planning a relocation you must in all cases strive to deliver a higher level of service and offer to your customers and clients than they are used to. As caterers our focus is on food and service quality but have to be mindful that there are other key factors that contribute to the overall customer experience. Counter Solution were able to compliment our vision and ethos by providing a system that was visually impressive, with added features such as mini statements and touch screen controls, while remaining user friendly. The back office functionality speaks for itself but one of the most important factors is the ease in which our staff are able to operate the system."

#### Key Features at Clifford Chance:

- ✓ Networked IBM and CS500 TouchScreen EPOS Terminals with barcode scanning and EFT
- ✓ **Contact less HID 1431 MIFARE Smartcards**
- ✓ Networked Customer Service Points
- ✓ **Restaurant, Coffee Bar, Take Away, Retail, Vending and Leisure Operations**
- ✓ Central Outlet *Wise* EPOS Management System
- ✓ **Central Card*Wise* Card Management System**
- ✓ 365 days per year system support and diagnostics

