



Standard Life is the largest mutual Life Assurance Company in Europe and has been an EPoS client of Counter Solutions for the past 7 years. After a successful six month pilot scheme in their Baileyfield office, Edinburgh, Standard Life made the decision to rollout the cashless catering solution across all Edinburgh properties which have catering and vending facilities. This included the installation of Counter Solutions Cashless system at Standard Life's recently refurbished Dundas House office.



Commencing in April 2003 the new cashless solution was installed in a further 5 buildings, including their Head Office - Standard Life House. Using Counter Solutions *Customer Service Points*, employees can now load their smart cards with cash, or directly from their debit and credit cards, a valuable facility, which was not available on their existing system. The fully networked solution also means a valuable audit history in the back office; therefore a lost card no longer means lost cash.

Using a contact chip smart card, integrated with Standard Life's employee security pass, an extensive staff re-badging operation was undertaken for approx 8,500 employees across Edinburgh, in preparation for the commencement of the rollout. Counter Solutions cashless solution will join the existing Counter Solutions EPoS infrastructure in a selection of outlets, all operated by Standard Life's caterers Sodexho, as well as being accepted at all snack, can and confectionary vending machines.

Darren Dickson, Project Manager states "Our existing cashless catering system had the facility to only load coins and notes. Our staff wanted a more robust system and the ability to load from debit and credit cards. After extensive discussions and trials, we were confident with the product and system provided by Counter Solutions. During the pilot and roll-out we have been impressed with the level of service provided by the Counter Solution implementation team".



### Key Features

- ✓ Fully Networked IBM 4695 and SurePos 500 EPoS Terminals
- ✓ **HID DuoProx card with Siemens Contact Chip**
- ✓ Networked Customer Service Points
- ✓ **Card Loading via notes, coins and credit & debit cards**
- ✓ Restaurant, Deli, Coffee Shop, Retail and vending
- ✓ **8500 card holders**
- ✓ Central OutletWise EPoS Management by Sodexho
- ✓ **Central CardWise Card Management by SL Security**
- ✓ 365 Days per year remote support and diagnostics
- ✓ **Regional Maintenance Engineer**

