



UNITED UTILITIES

THE NEXT GENERATION IN CASHLESS PAYMENT SOLUTIONS

The next generation in cashless payment solutions has delivered functional benefits for a FTSE 100 corporation. United Utilities installed a new GiroVend cashless payment system from G4S Technology at its UK site in Bolton.

Already the system has delivered a range of practical benefits to the staff at the Bolton site of United Utilities, the FTSE 100 listed group of companies which employs over 17,000 people at 30 sites across the country.

United Utilities, which manages the distribution of water, wastewater and electricity for 2.9 million customer premises, wanted to upgrade its previously installed GiroVend cashless system at the site and invited several companies to tender for the business.

GiroVend began working on the project and within six weeks had completed the installation of GiroVend at the staff restaurant and in vending machines at the corporation's call centre in Bolton.

The GiroVend cashless payment solution now helps United Utilities to maximize the use of dining facilities, streamlining the flow of people whilst providing accurate information on staff purchasing. United Utilities also now have the facility to ensure the effective management of staff food allowances, subsidies, and promotions.

United Utilities has a requirement to supply cashless clustered vending machines to be located in 'breakout areas' in order to provide complete cashless refreshment without the need to search for cash onsite and away from team areas. GiroVend vending readers were fitted as an integrated part of the GiroVend cashless payment system and now help to contribute to improved takings and the reliability of vending operations.

At United Utilities, the GiroVend system had to be able to work alongside both a traditional 'hardwired' PC network and stand alone devices. Information such as product price updates and spend information, for example, can now be transferred between central management PC and hardware units via a hand-held wireless device.

As a result, there was no need to fit a facility wide Category 5 cabling network, which would have resulted in additional outlay for United Utilities. This was especially apparent where the call centre has occupied buildings that did not have existing network infrastructure in key areas and between more remote buildings.

United Utilities is now empowered with greater cashless hardware unit flexibility – some key hardware items such as vending machines are not 'hardwired' and, as such can therefore be easily moved around as the site commonly expands and redistributes its human resources.

Departments working under the United Utilities umbrella at the same site can be issued with various categorised card user groups for group specific purchase reporting and monitoring purposes. Users can also be given various different purchase permissions so they can only use cashless hardware items in areas in which they are permitted to purchase.

Christine Meadows, Facilities Assistant at United Utilities, said, "The new GiroVend system is a vast improvement on our old system, and we would certainly recommend it to other companies."



"Sophisticated, flexible and robust – GiroVend offers new opportunities"

G4S Technology's 500-strong GiroVend client list includes a string of major blue chip / FTSE 100 companies in the corporate and commercial markets, as well as a large number of clients in the education, health and public sectors. Household names include HBOS, Unilever, Cadbury and Diageo.

Gary Heath from G4S Technology, said, "GiroVend represents the next generation of cashless payment systems. It offers a number of modules that aid system management – from individual cardholder management and system set-up to sales analysis and reporting.

"Sophisticated, flexible and robust, GiroVend provides new opportunities for implementing and managing a multi-application smartcard solution. We believe our investment in both product development and back office support sets us apart from other application providers."

About G4S Technology

G4S Technology is part of G4S plc, the world's leading international security solutions group.

G4S Technology designs, manufactures, installs and maintains fully integrated building security and cashless payment systems. G4S Technology has been providing unified solutions for over 30 years, delivering 30,000 systems across 80 countries, to mitigate risk and protect staff, premises and assets.

GiroVend is a market leading cashless catering solution with over 25 years' proven experience across a diverse range of sectors, including Financial Services, Retail, Commerce, and Education.



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