



WHITTINGTON HOSPITAL CLEANING UP WITH CASHLESS – THE UNEXPECTED BENEFITS OF GIROVEND

The Whittington Hospital NHS Trust in North London has discovered an innovative way to eliminate harmful bacteria, by reducing the number of germ-ridden coins carried on site, with cashless catering.

Cashless catering was introduced to the hospital using the GiroVend solution from leading UK security solutions provider G4S Technology, who already supplied the hospital's access control solution and ID production.

GiroVend offers an integrated approach to cash free catering, ID production and access control for multi-site facilities via one centrally managed software suite. The cashless element means money may be eliminated from buildings altogether if necessary.

Now over 2,300 staff, students and contractors at Whittington Hospital use the GiroVend card to pay for food and beverages in the restaurant, coffee shop and two vending machines which dispense hot meals 24 hours-a-day. They also use the card as photographic ID and to access designated areas of the site.

A benefit of the card solution has been that the reduction of cash in the hospital has consequently helped reduce the number of coins carried and regularly exchanged by staff, students and contractors on site.

Tom Clementson manages the solution at Whittington Hospital. He explained, "Like all hospitals we have lots of clinical staff working here and as always hygiene is paramount. Introducing cashless catering has naturally led to a reduction in coins and their associated germs which has been an unexpected benefit of the solution."

Apart from this GiroVend also provides a number of more traditional benefits, including people being able to pass through tills more quickly at break times.

Tom continued, "We have always had a problem with processing large numbers of people through our relatively small catering areas. We process over 1,500 transactions every day and GiroVend has helped us do this so much more quickly because catering staff no longer have to take money and give change so regularly."

GiroVend also offers the advantage of allowing facilities managers to upload product choices and run reports on all the tills from one central network-based PC, which Tom says has also helped save time and money on administration.

"Being able to administer a number of points of sale centrally saves our catering staff lots of time because all till points can be updated at the touch of a button. The centralised functionality of the solution also means that we can run reports detailing transactions at all our till points. We then use them quite extensively to analyse trends and find out what is selling well and where, which has helped us improve our stocktaking."

Another aspect of facilities management that the GiroVend integrated solution has also helped with is security. Tom concluded, "Using integrated cashless catering, access and ID together has helped us increase security in a number of ways."



"Introducing cashless has led to a reduction in germs"

"The amount of cash we carry on site has been reduced, which means employees, students and contractors no longer have to carry it around. The fact cash is now administered from centralised points also means that the majority of catering staff no longer have to handle it regularly."

And of course the access control and ID production functionality provided by G4S Technology also helps with improved on-site security. The access module of the solution allows precise people movement management through multiple areas, restricted times and zones, by department. Importantly, the solution provides PC network management for employees, visitors, contractors and vehicles alike with automatic cardholder categories for ease of administration.

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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