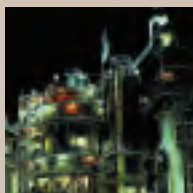
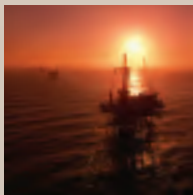




Slick Operation bags BP Headquarters

Being at the forefront of groundbreaking technology is nothing new for BP. So why change the habit of a lifetime when it comes to staff welfare and hospitality? Cashless payment specialists VMC have now launched their integrated smartcard, helping increase efficiency at the Scottish HQ.



Around 1,200 staff in the main building, and a further 250 on additional annexe sites will use the latest cashless card technology to purchase meals and refreshments.

A unique collaboration between VMC cashless payment specialists and Xpress Ordering means a smooth running, fuss free system for FM Workplace solutions, BP's on-site catering and facilities operator.

Willie Rowell, Aramark operations manager at the Aberdeen site comments on the project:

“We have worked with VMC for some time and were happy with the level of service and system provided at our old site. Xpress Ordering were working with our operations in the South and it made sense to bring the two together for this project.



“Our restaurant, Xpress Deli and Starbucks concession see a high volume of customers each day, and using a cashless and pre-ordering system helps us deal with that level of throughput.

“Staff have complete control when it comes to ordering sandwiches and snacks, for example both systems are integrated which means they can go to one of the eight touch screen self ordering points, which are located at break out areas through the main site and two in the annex buildings. Each ordering point is integrated with a VMC cashless reader, providing payment at the point of order. We’ve found that going cashless really makes good sense for security, hygiene and efficiency purposes.”

Metro is VMC’s flagship system, and the market leading cashless technology. A third generation cashless payment solution combining ‘electronic purse’, hospitality, loyalty and subsidy management capabilities in one integrated system.

Smartcards are used in a variety of ways at BP including the provision of a certain amount of subsidy being credited to each card. Ordering food at BP couldn’t be easier, the customer will insert their card and then follow the on-screen prompts. The card balance is then displayed on screen so they know exactly how much money has been spent.

Staff may well spend over their allowance, and adding further cash to the card is incredibly simple with a choice of credit and debit terminals and coin and note loading consoles, a new addition to the BP site. The top-up facility has proved very popular, primarily due to the remote area of the site, there are very few ATM’s in the vicinity so loading cash onto a card via the terminals allows staff to remain on site, which is also a real bonus for the catering team.

Ordering sandwiches and snacks at BP is straightforward. Through the use of touch screen technology, Xpress Deli is a customer self-ordering solution providing a “pre-order” and “order and collect” now service. The customer simply inserts their card and follows the on-screen prompts. A selection of breads, spreads, fillings and additional items are displayed for the user to build their sandwich of choice. In addition, a range of drinks and

snacks can be added to the order. The card balance is displayed on screen, with a running total of each item selected, so they know exactly how much money has been spent.

On confirmation of the order, a customer receipt is printed at the ordering point, detailing the order breakdown and fulfilment message. Orders placed before 10.30am are delivered to each of the break out areas and annexe buildings to reduce footfall in the restaurant at peak times. Orders from 10.30am to 11.30am are collected in the main restaurant.

Willie Rowell continued: “We’ve recently launched made to order salads, which can be pre-ordered and are proving very popular. What has proved particularly useful is the fact that the whole preparation and fulfilment process is completed during the morning period, leaving us free to prepare the main lunch service.

“There are so many benefits to going cashless, if you think of any lunchtime rush, all anyone wants is something to eat as quickly as possible. Time is short and by making the most of that time by improving technology to deal with demand, that has to be one of the major advantages. All backed up with a full reporting system just makes our life that bit simpler.”

Key benefits to the client and users:

- Full audit trail
- Reduction of queues and congestion
- Hygienic
- Secure
- High levels of customer service
- Track item level data and create concise trading reports
- Reduces customer footfall in the restaurant during peak lunch period
- Demonstrates innovation and raises the bar



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