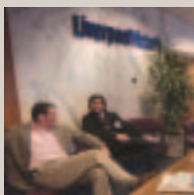




Cashless investment by Liverpool Victoria

Liverpool Victoria may be the UK's largest friendly society providing life insurance, investments, protection, credit products and savings to around two million customers - but when staff purchase meals and refreshments at its modern headquarters you won't find any cash.



The 2,000-strong workforce make transactions using an 'electronic purse' as part of a user-friendly 'smartcard' system that combines cashless payment technology with access control.

Liverpool Victoria recently upgraded its cashless payment system, introducing the latest technology from leading specialist VMC, spanning restaurant, deli bar and vending machine transactions - as part of a wide ranging commitment to improve staff facilities.





Property and Facilities Management experts, Dunlop Haywards, operate the impressive Bournemouth site where Kevin Gilling, General Manager, Property & Facilities, played a key role in the decision-making process.

He said two other cashless systems were considered before choosing Warwickshire-based VMC who enjoy a growing portfolio of blue chip clients across the country.

He explained: "Liverpool Victoria place high emphasis on staff welfare and as part of this ethos the company wanted to improve security and general facilities for workers.

"In addition we were looking for better management reporting functions and more flexibility with the ability to cancel cards if necessary. VMC's system met our criteria. We are benefiting from more detailed reporting, more efficient administration and better security when cards are lost."

Liverpool Victoria's previous system was 14 years old and becoming unreliable, according to Kevin who said cashless operates seamlessly over two separate sites - one with a deli bar, the other with a restaurant, as part of a one card does it all philosophy.

Kevin confirmed: "The one card approach is very important to us, having to use two different cards wouldn't be user-friendly and would be an expensive option."

He concluded: "VMC provided good customer service and the technology meets our requirements. We would definitely recommend cashless to other companies, as eliminating cash handling from our catering function has led to greater efficiency and effectiveness of the team."

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