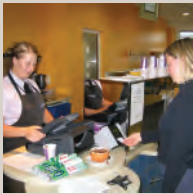




# On the road to success with **Volkswagen**

The Volkswagen Group is renowned throughout the world for producing innovative and extremely reliable vehicles - so when a new cashless payment system was introduced at the company's UK headquarters, it had to reflect the motor giant's acclaimed international reputation - and perform to the highest standards.



Over 1600 staff across four sites in Milton Keynes use a cashless card - also combined with access control - to make food and refreshment purchases at various locations, such as restaurants and vending machines.

They build up an electronic purse, after adding credit to their cards from conveniently located cash value loaders, as part of an upgraded system introduced by leading cashless technology specialist, VMC.

The Volkswagen Group chose VMC's flagship Metro system after careful market research to replace outdated technology.

Volkswagen Group Health and Safety Manager, Marcus Pereira, played a key role in implementing the new system and commented: "The Volkswagen Group is renowned for the reliability of its products so it was vital we introduced a new cashless system that reflected this. We had to get it right."



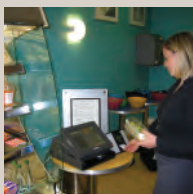
The cashless functionality which operates seamlessly at the group's main headquarters, two Financial Services buildings and also a state of the art National Learning Centre, went live at the start of 2005. Restaurants, a deli bar, shop, coffee bar and express check out form part of the many food and refreshment services available.

"Cashless is simply more convenient and smooth running than cash, both for our staff and also the service providers such as the caterers. The one card does it all, is also very beneficial and easier to manage."

He continued: "Our old cashless system had been in place for years. It became unmaintainable really, so we had to have a complete new system.



"The early information provided by VMC was very good, we felt confident that what they were saying they would deliver, and in reality that has definitely been the case. They were also very flexible and willing to work with our access control company."



The Volkswagen Group is renowned throughout the world for its reliable vehicles. When Marcus assessed how important reliability is for a cashless system, his response was simple, yet conclusive.

"It is totally important, probably the most important aspect. Cost also has to come into it, but a system that's reliable is paramount."

Marcus added: "Staff from all four sites are now equipped with the same card, so for example they may work elsewhere but can gain access and use a restaurant here in the main headquarters. There is a lot of movement of people especially between this building and the National Learning Centre which used to be a cash only site. The benefits of seamless integration speak for themselves and make it much easier for everybody."

A speedy throughput of customers especially at peak lunchtime hours is very important.

"Cashless is much more efficient than cash. You just use the card and move on," Marcus pointed out.

To cut queuing times even further a self serve touch screen till has been installed at the main Blakelands complex, the hub of all UK operations controlling the sourcing, marketing and distribution of all vehicles and parts as well as providing a host of support services to retailers and customers. The fast-track 'self-service pay & go' facility incorporates selected items such as sandwiches, fruit shakers, yoghurt and cold drinks. Customers simply enter their own items on the touch-screen and pay using their card.

Marcus concluded: "We would have no hesitation in recommending VMC. The technology is reliable and easy to operate and understand."

This latest installation represents VMC's third major automotive manufacturing client, as part of a flourishing client base which also includes blue chip clients across many other industries.

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# Clarks strides out with VMC system

Clarks is one of the most established and famous names in the footwear market with a trading pedigree dating back more than a century. But despite its long standing traditions the company, which generates a global annual turnover of £955 million, has a very modern outlook, as reflected by a huge range of the latest shoe styles for men, women and children.



Worldwide, Clarks employ almost 13,000 people who are engaged in producing and selling almost 41 million pairs of shoes each year and in the UK, the Clarks brand is available through over 450 stockists.

Clarks have always been renowned for their comfort, quality and service and over the past few years huge energy has been put into bringing shoe styles right up to date. There's been massive investment at the company's UK headquarters at Street in Somerset where a multi-million pound robotic stock management system keeps track with ever-growing numbers of contemporary designs.



In addition a new cashless payment system has recently been introduced for the 300-strong workforce, to make purchases at 10 vending machines, which dispense a wide choice of drinks and snacks. Workers simply load money onto individual cards to create an 'electronic purse' as part of a reliable and user friendly system introduced by leading specialist VMC.

Clarks Stock Integrity Manager, David Dimmock, said the cashless facility has been integrated with other functions such as access control, time and attendance and equipment management, spanning keys and RF handguns.

"The multi function cards are very beneficial. Having a one card that does it all is very convenient and hassle-free," explained David.

He continued: "We decided to go cashless to reduce queuing times at the vending machines and the results have been quite dramatic. I have also been informed we will have less maintenance issues with cards compared to coin operated machines."

A suite of six vending machines operate in a modern canteen area whilst there are four drinks machines on the distribution centre floor.

The VMC system went live at the beginning of 2005 and has been very well received, as David added: "We have been very pleased with the service to date both in terms of the technology and VMC as a company. They listen, respond and take action where required especially if we need any further tuition."



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