



Case Study:
NHBC

An instant positive impact

A simple system upgrade that provided NHBC with some key long-term benefits, and an instant positive impact on service and support.



“The most noticeable benefit has been the speed of the system, it’s so much faster.”

Andrew Searle, NHBC Head of Facilities Management

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VMC first provided NHBC with a cashless payment system in 2010 after they relocated to new office premises in Milton Keynes. At that time, the brief was to speed up payments and reduce cash handling for their till operators, which was successfully achieved.

In 2016, after reviewing alternative suppliers through a tender process, NHBC awarded the upgrade contract to VMC. This provided the perfect opportunity for VMC to incorporate some of their new system features and offer some exciting additional benefits to the end users and the system operators.

The challenge

6 years on and with the cashless system running smoothly the local server was due to be de-commissioned; NHBC needed a quick solution with minimal disruption. This coincided with a major refurbishment of the catering facilities so the client took the opportunity to completely remove cash on-site, both at point of sale and for card loading.

The VMC solution

The project team at VMC worked closely with the facilities team to scope out the options and ensure that the client got the most benefits possible from their available budget.

An externally hosted cloud server was put in place, taking pressure off internal IT teams, reducing their ongoing resource and hardware costs, and providing them with more flexibility to grow the system in the future.

Through the VMC user portal, staff can access their account details 24/7 from any device, so they can now top up their cards outside of work. There is also the option to save their debit/credit card details making topping up even quicker and easier.

New touchscreen tills were installed, with additional marketing screens enabling the catering team to communicate different promotional messages regularly, and all card readers were upgraded to non-insertion to ensure optimum transaction speeds. New contactless payment at the coffee bar till provides an additional payment option for visitors and anyone who forgets their cashless card.



On completion of the project we asked Andrew Searle, Head of Facilities Management at NHBC, how things were going with the new system...

“The team at VMC were very professional, thorough and attentive throughout the process, making sure everything was delivered as requested, on time and in budget.”



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