

» customer case



Open for Business

HSBC is marketed as 'the world's local bank'. It's a reputation that has been built on meeting the needs of customers at branch level. Finding a self-service solution for cash depositing has enabled the bank to improve its service to customers through a user friendly interface and relieve counter staff of a time consuming task.

About HSBC

HSBC is one of the largest banking and financial services organisations in the world. It has headquarters in London and about 10,000 offices in 83 countries. Banking in Britain is changing and HSBC is leading the way with a branch refurbishment programme that is customer focused. Technology is playing an increasingly important role in enhancing the banking experience.

The challenge

Handling coins over the counter at branches is expensive and time consuming. It creates queues and diverts staff away from more productive activities. Customers are already asked to bag coins and make deposits at quieter periods to avoid congestion. Customers do not welcome such restrictions and HSBC recognised the need to address their concerns by implementing a self-service solution that would also release staff for more productive activities.

“Customers now have the benefit of an easy-to-use automated coin depositing system.”

Unrivalled experience inspires confidence

» the result

It is estimated that every coin in your purse or pocket has, at some time, passed through a SCAN COIN machine. The extent of the company's involvement in coin handling in Britain and its depth and breadth of experience was a significant factor in HSBC's decision to acquire the CDS 830 coin deposit machine.



Customers now have the convenience of an easy-to-use automated depositing system.

This avoids queues at the counter and eliminates the need for pre-bagging of coins, something that was unpopular with customers.

All customers benefit from reduced congestion and therefore find their visit to the branch is a better experience.

Coin depositing over the counter is no longer necessary. The automated system also reduces the risk of counterfeit coins entering the system. Previously when bagged coins were presented at the counter and checked by weight the transaction was open to abuse.

Staff are now free to undertake more productive, customer-focused tasks that allow them to make more effective use of their interpersonal skills.

» the journey

Having trialed a system from another company; HSBC concluded that they had found the solution in principle but not necessarily from the right supplier. They were immediately drawn to SCAN COIN having seen the CDS 800 series machines demonstrated at its launch at the major European trade fair 'CeBIT', held annually in Hanover, Germany. Its modularity meant that they could acquire a system tailored to their precise needs. "We particularly liked the idea of being able to customise the machine and make it an integral part of our self-service programme," says Tim Hutchings, Head of Self Service and Counters at HSBC. "We needed a supplier with a proven track record and the ability to work with us to achieve our objectives."

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A CDS 830 was initially placed in the HSBC test cell where technical staff spent two months putting it through a rigorous evaluation programme. This was also an ideal opportunity to train specialist staff as branch trainers and help-desk personnel in readiness for the planned roll out.

Within three months of the initial demonstration, HSBC ordered 40 machines. The first went into service in November 2006 and this was followed by a scheduled country-wide roll out over the following ten months. A subsequent order has been placed for a further 50 machines. SCAN COIN is providing after care support through a service contract that is designed to maximise availability of the depositing facility.

» the solution

The CDS 830, selected by HSBC, is fitted with SCAN COIN's state-of-the-art coin sensor technology and offers full PC based on-line connectivity. A colour screen guides customers through the depositing process and allows them to make their selections quickly and easily. Screen graphics can be personalised to suit individual customers. A card reader and encrypted pin pad provide control over access to the machine.

HSBC has taken a mix of front and rear access versions of the machine to suit the specific locations. This option is further evidence of the flexibility of the 800 series design. The bank has also taken advantage of some of the many options available on the CDS 830. Some of their machines are fitted with a device for sorting the deposited coin by denomination after counting while others simply collect the mixed coin in multiple bags.

Customers tip their mixed coins into the CDS 830 and press the start button. Coins first pass through a cleaner and then a sensor that counts the total value by denomination. Counterfeits and foreign currency are automatically detected and separated from the rest of the coins.



The modular design of SCAN COIN cash deposit systems offers exceptional flexibility. Customers can select modules that meet their immediate needs confident that in the future they can adapt the system as their business grows and requirements change.

» quick facts

Customer: HSBC

Location(s): Installations in HSBC branches in England, Scotland and Wales.

Key information: HSBC is the fourth largest bank in the world.

The challenge: To eliminate over the counter coin depositing at branches.

The solution: Installation of SCAN COIN's CDS 830 modular cash deposit machines.

The result: Reduced queuing, improved customer experience, more productive use of staff.

The product: SCAN COIN Cash Deposit Systems offer:

- Modular construction – future proof design
- Flexible software – tailored solutions
- Exceptional accuracy – electronic sensor technology
- Ease of use - customer friendly design
- High reliability – proven technology
- Systems interface – network connectivity

your complete partner



Banking



Retail



CIT/Cash centres



Public transport



Gaming/Amusement

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•• **SCAN COIN is one of the leading and most accurate partners for banks all over the world, from smaller branches to central banks.**

The banking sector is highly demanding in terms of security for both hardware and software, and in both these areas SCAN COIN is world leading.

SCAN COIN pioneered within self-service as early as in 1987, and today we are once again first in launching tomorrow's solutions for banks and financial institutions.

Our patented sensor technology provides superior accuracy and speed for both coin and note processing, with full software support.

The versatility and high performance of our solutions draw on the experience from other industries with very specific demands, such as CIT, public transport, retail and gaming/amusement, that daily provide us with key insights for tomorrow's technology.

Founded in 1966, SCAN COIN is one of today's leading suppliers of cash processing equipment, system solutions and services. Our worldwide customer base is served through a network of SCAN COIN companies and distribution partners covering some 120 countries. SCAN COIN develops, manufactures and markets equipment and integrated solutions for handling banknotes and coins, and has become a world leader in the automatic cash processing market.



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