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LEADING MANUFACTURER RESPONDS TO GLOBAL DEMAND FOR CASH MANAGEMENT EFFICIENCY

A UK-based retail systems manufacturer has responded to the global drive for faster and more accurate cash management processes in the retail, banking and foodservice sectors, with the launch of a revolutionary new product.

T-i^X is the latest weight-based cash counting system from Tellermate and is borne out of extensive research and the company's 29-year experience in the industry, working with major clients such as Boots, HSBC and McDonalds. The T-i^X will reduce the amount of time that needs to be devoted to counting and balancing till floats and guarantees more accurate management information.

Key elements of the product include developments in technical specification, such as greater connectivity to customers' back office systems and several user-friendly features include the biggest screen of any of the products currently on the market. On-screen graphics and functionality will be familiar to users as it draws on technology used in consumer devices such as mobile phones, PCs and remote controls.

"With our latest product we have really returned to the roots of the company," commented sales and marketing manager Helen Pilkington. "Tellermate's products have always been designed to be a cashier's friend, to make processes more efficient and accurate but above all, be simple to use. We have returned to these key principles with T-i^X and are confident that our customers will be pleased with the result.

"Much of the way the new machine operates is based on what we have learned from existing products and customer feedback. The machine does not bark orders so the user won't feel intimidated. This was very important to get right as we didn't want the user to be put off and therefore error messages are less abrupt and more informative, which in turn leads to greater levels of accuracy."

Tellermate has spent two years researching, designing and developing the T-i^X, working closely with its varied client base to retain the best features of existing products and introduce new features and functionality where required. Two of the company's biggest customers, Barclays in the UK and Disney in the US, have been involved in prototype trials and the range is set to be rolled out in 2010 with the UK launch to take place at the Retail Fraud Conference in Hammersmith (20th April 2010).

The product has been designed to integrate effectively with users existing IT systems transferring data direct into the back office for analysis allowing discrepancies to be identified and acted on. T-i^X has also been designed to adapt easily to the production of new coins and notes with different weights, enhancing the upgrade process and negating the need for visits to customers' premises or the returning of machines to update system software.

Pilkington continued, "T-i^X is also our response to changes in the way our customers are working. For example, we have enhanced security as well as increasing portability, which if you think of the changes in large format retail stores in terms of multiple till points, as well as the introduction of self service tills, there is a greater need to count cash in different ways and in multiple locations. A new range of non-invasive connectivity tools also ensure that the units can be integrated without compromising with the ever increasing need for enhanced IT security."

"In response to these challenges the new machine is faster, more money can be stacked and the battery can be charged in a minimal amount of time. More data is also given to the user such as the condition of the unit and if the battery is nearing its end."

Revolutionary technology has been introduced into the machine so it is resistant to environmental fluctuations which can affect counts, such as air conditioning, as well as being resistant to liquid spillages. The T-i^X also has strong green credentials; it has a power save mode that kicks in and should help to conserve power if the unit is left unattended. The carbon footprint of the machine is low as the vast majority of parts are produced in the UK and locally supplied.

The unit also has a sensory battery that warns the user to switch to mains power before power goes, however, if the unit does lose power unexpectedly any current

count data will be retained. The battery has an intelligent discharge feature that tells the user the battery has reached the end of its life and needs replacing.

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For more information please contact Antony Jones or Katie Brandon at Freshwater UK on 029 2030 4050 or antony.jones@freshwater-uk.com

NOTES TO EDITORS

TELLERMATE

- Tellermate is a leading manufacturer and supplier of cash management systems to the retail, banking and food service sectors, with more than 250,000 users in over 30 countries.
- Tellermate has its headquarters in Newport, South Wales, UK and offices in the US, France, Germany and Spain and is four times recipient of the Queen's Award for international trade and technology.

T-i^x:

- T-i^x is the latest weight-based cash counting system from Tellermate and its most advanced product to date, delivering increased speed and accuracy for users.
- T-i^x is highly compatible to users' existing IT systems, enabling the quick transfer of data into the back office for analysis and allowing discrepancies to be identified and acted on.
- T-i^x features several enhanced user features, including a large backlit display which uses graphics and icons as well as text, familiar navigation and responsive keys.
- T-i^x employs technology to mitigate against environmental conditions such as air conditioning that can impact on counting
- T-i^x has been created as a long term investment; the design minimises damage from impacts, wear and tear and liquid spillages.

- T-i^X is of lightweight design and is ergonomically designed to be easily carried in one hand, allowing a cashier or supervisor to move the machine rather than the till draw, increasing flexibility of use and reducing potential safety and security issues.
- Updates to T-i^X software can be quickly made through a USB pen, ensuring that the system is 'future-proofed' against the introduction of new coins and notes.
- T-i^X has been engineered for versatility so customisations for specific customers are easily carried out.
- T-i^X has increased battery life and it takes less time to charge the battery.
- T-i^X has a low power consumption, reducing the maintenance requirement through PAT(portable appliance testing) testing.
- T-i^X can count a greater number of notes and coins due to increased stacking area.