

Im Trend

Banking journal

No. 2_2011



Actively promoting ideas
and innovations

KEBA[®]

Automation by innovation.

Dear Reader,



A great deal has happened since the last issue of "Im Trend". KEBA Customer Services are currently completing a project for the optimization of spare part logistics. In addition, we have talked to Klaus Breitmöser about the introduction of cash recycling at the Sparkasse Ingolstadt and why he finds the KePlus R6 so convincing. In this edition, we also wish to furnish you with an in-depth impression of the KEBA company. The KEBA vision is determined at regular intervals and then presented to the workforce. We want to provide you with a detailed insight into the related development and implementation process, in order that you can understand the strategies that KEBA is pursuing. Furthermore, Birgit Ettinger, who heads KEBA's Innovation Management, has given us an interview in which she reveals which ideas are promoted at KEBA and how they are created and realized on a sustainable basis.

At the end of the magazine, you will find two articles from the Service Automation segment from where there is also pleasing news to report. In 2011, KEBA celebrated the tenth birthday of the KePol system, the automated logistics solution for the pick-up and delivery of goods. We have also passed a milestone in the young Electromobility Business Area, as our new KeContact home charging station has proven so convincing for the automotive manufacturer Daimler AG, that it has chosen KEBA as a cooperation partner for the period up to 2013.

May I close by wishing you pleasant reading with these reports from the KEBA company and remain,

Yours sincerely,

Franz Berger MBA
KEBA Banking and Service Automation Business Manager

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Automation by innovation.

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VISI2016N

KEBA's vision of the future

At regular intervals, the direction in which the company wishes to proceed is established in the KEBA vision. Following intensive workshops, during this June the KEBA executive management presented the "VISION 2016" to the entire workforce. KEBA would now like to offer its customers and "Im Trend" readers an insight into this intensive creative and implementation process and thus provide them with an opportunity to get to know KEBA from a fresh perspective.

Corporate values – the core of our company

Corporate values form the basic principles and foundation stone for the future described in the vision. They represent a framework of how to interact with customers, employees, partners and suppliers. "Professional", "passionate", "innovative" and "hand in hand" are the categories that we use to describe our daily activities, that influence our behaviour and provide orientation for our personal relationships. These values, which have originated from the company history of KEBA, shape our day-to-day teamwork and possess long-term constancy.

Clients, who visit our headquarters in Linz, repeatedly refer enthusiastically to the "spirit" that they encounter at KEBA. This is due in no small way to the fact that the values that we represent within the company are experienced in an authentic manner and are thus communicated to customers and partners.

KEBA's corporate values are the source of the company's guiding idea, its image of the future and path towards its realization. Therefore, these values represent the foundations of our mission statement, company vision and business strategy.

How are our corporate values expressed in day-to-day business conduct?

Professional

We speak our customers' language and aim at long-term cooperation.

Passionate

We are passionate about our business and courageously looking for innovations.

Innovative

We set future trends in the market and offer all-in-one solutions with competitive advantages.

Hand in hand

We have an open and respectful corporate culture. What we say is what we do.



The mission – why we exist

"Technologies of KEBA help people to make the world of life and work easier." So reads the KEBA AG mission statement, which provides the company with both an internal and external orientation. The mission statement describes the purpose of our company and illuminates what KEBA stands for.

Since its foundation in 1968, KEBA has been a name for innovative automation in a diversity of branches. Various areas of application profit from KEBA's high quality and claim to provide solutions, which include control systems for machines and robots, mobile handhelds, self-service terminals for financial institutes, first- and last-mile solutions for postal and logistics companies and energy automation.

KEBA has committed itself to the goal of putting these sophisticated solutions at the service of people to an even greater extent in years to come. **We give priority not only to the product benefit itself but also to the easy access and convenience of our products.**

The vision – what we want to be

The vision describes our picture of a desirable future. It is an important factor for the efficiency and competitiveness of a company that is oriented towards future developments and consistently referred to in day-to-day business.

As the environment in which it operates is of vital significance for every company, during the shaping of the KEBA vision, the most important trends for the coming years were examined in advance. The KEBA management closely scrutinized key trends and issues such as urbanization, demographic and human development, eco-



conomic trends, new technologies, the environment and politics, and then extrapolated relevant themes for the KEBA vision. As a consequence, the vision not only accounts for internal (value) concepts, objectives and behavioural patterns, but also external opportunities, risks and influences.

The KEBA vision deals with the topics **innovation, internationalization, usability (“easy to use”) and optimized holistic solutions.**

Innovation

KEBA regards innovation and self-generated value added as constituting the platform for its sales successes. For this reason, we place a focus on innovation, which for us is not merely mirrored by our products, but also processes and details.

The new KePlus P6 and K6 account service terminals represent an ideal example of this approach, as they combine absolutely original features such as an infinitely adjustable display and the external display for optical paper level measurement, which have not only revolutionized the market, but more importantly, offer customers genuine value added.

Internationalization

KEBA has always been an internationally oriented company with a high export rate. We see international business as making a sizable contribution to a positive business result and therefore wish to continue to push ahead with the internationalization process in years to come. We are looking to achieve across the board success through still closer contacts with our customers via subsidiaries and intensive on-the-spot services, as well as with products that fulfill the requirements prevailing in respective national markets.

Usability (“easy to use”)

KEBA products are easy to use as KEBA technologies help people to make the world of life and work easier. That is why KEBA products combine the claim to an easy and intuitive operation paired with sophisticated design and extraordinary quality. Various awards, such as the iF product design award, acknowledge this effort.

Optimized holistic solutions

In future we wish to offer our customers still greater advantages by means of optimized holistic solutions.

In the banking area, we intend to utilize our extensive know-how and long-term experience for client consulting with regard to internal process optimization in banks and savings banks.

The use of KEBA bank products in the branches can be stepped up by means of analytical tools, which thus increases the cost efficiency of financial institutes. Moreover, our products should continue to establish market benchmarks through KEBA core technologies.

The strategy – How to reach the vision

In order to implement the vision and deal with the aforementioned core topics, a strategy is required that describes the direction and approach of entrepreneurial action. The business strategy thus lends the vision concrete shape and is what customers should actually hold in their hands or perceive.

Conclusion

In combination with vast experience, detailed branch know-how and the courage to go one step further are and will remain a guarantee for the top quality of KEBA solutions and related customer satisfaction.

“ Technologies of KEBA help people to make the world of life and work easier. ”



Automation by innovation



The KEBA Technology Management and Innovation Department (TMI), which deals intensively with the topic of innovation and idea management, was formed four years ago. “Im Trend” asked the department’s head, Birgit Ettinger, for more details.

Why was TMI founded during 2007 in the course of an organizational development project?

Since its inception, KEBA has been a high-tech company, which with its innovations has repeatedly established market trends. This also applies today and naturally will continue to do so in future. However, the KEBA management is well aware that ideas do not simply grow on trees and that brainstorming must therefore be consciously supported and encouraged. Moreover, in order to successfully transfer ideas to product development and market introduction, it is also necessary to process them in a systematic manner. This is the reason why the Technology Management and Innovation Management Department was founded.

What are your actual tasks and where do you see your mission and the justification for your existence within the company?

We are here to nurture ideas from the word go, ensure that they are not lost during everyday routine and make certain that they are systematically processed. For example, ideas are generated and examined in workshops or expert groups, which we initiate and anchor. We then undertake the evaluation and processing of individual ideas and head pre-development projects. It is also our task to monitor the entire idea management process. Furthermore, we look after the establishment and constant expansion of networks with bodies such as research institutes, as well as obtaining grants in order to cushion the financial risks related to innovations.

Our general aim is to encourage both the strategic farsightedness and enthusiasm for experiment of the entire workforce. This aspect of our work frequently requires a good deal of courage and persua-

sion in order that new approaches are ventured and people are motivated to extend their horizons. However, it is precisely this part of the job that represents the fun element.



KEBA's team for Innovation Management

What does KEBA idea management look like in concrete terms?

Idea management and systematic idea processing are handled via the KEBA Idea Pool (KIP for short), which is a database to which all employees have access and can feed in ideas. The entire idea processing procedure can then be observed in the KIP, the enterer having selected a person from the KEBA innovation network as being responsible for his/her idea. The innovation network contains employees from a diversity of company areas and the idea processing manager is obliged to study and evaluate the idea submitted. Idea evaluation takes place on a transparent basis using defined criteria (chances and risks) such as strategic fit, the degree of innovativeness, customer attractiveness, the achievement of stand-alone characteristics, obstacles to market entry and the availability of the required technical know-how. Following evaluation, feedback must be supplied to the enterer and this multi-stage approach facilitates a structured procedure, although the overall process remains lean.

– the importance of innovation management to KEBA

When is the word innovation employed?

An innovation represents something new or renewed, whereby one first uses the term innovation when ideas (including those in the economic field) have been successfully implemented. The designation innovation can apply to products, services or processes, while radical innovations are those that constitute something entirely novel. Incremental innovations are logical further developments.

What is idea management?

Idea management is classified as representing the initial phase of an innovation process. Therefore, at KEBA an idea management phase precedes actual development. The aim of idea management systems is to consciously obtain ideas and secure their systematic processing. The early adoption of new ideas should result in the deliberate and timely use of opportunities and thus the achievement of sustained competitive advantages.



*Birgit Ettinger, Head of
KEBA Innovation Management*

What challenges confront you during your day-to-day activities?

Without doubt the greatest challenge is posed by the fact that decisions during the idea management process must often be taken on the basis of intangible, soft facts. Therefore, it is necessary to offer support to the people working on them, so that ideas, which may initially seem far-reaching and perhaps entirely unrealistic, are nonetheless possible, permissible and even welcome. It is precisely these characteristics that subsequently lead to an innovation! In addition, the idea management process must be continually injected with fresh life. It is essential, that during everyday working individuals are not totally overwhelmed by operative tasks and that free spaces are created.

Of which past achievements are you particularly proud?

We have virtually created KEBA's innovation management from scratch and in 2007 we began by assessing the actual situation with regard to the topic of innovation within the company. At the same time, we networked with other firms and innovation managers, in order to learn from their approaches to this topic. On this basis we evolved our own concept and within a very short time the complete process was established and, in the meantime, is running smoothly.

This year, for the first time, we awarded premiums for the best ideas. From the outset, we wanted to establish an incentives system that would communicate the esteem in which the ideas submitted and the commitment of the employees are held. Therefore, in June 2011 an event was organized during which a prize draw took place for all those that had offered ideas and the three best suggestions (selected by a KEBA jury) were awarded prizes. Our intention was to demonstrate how much this topic means to us, its importance within KEBA and the respectful manner in which it is handled.



Awarding premiums for the best ideas

What are your main wish and goal for the future?

I would like it to be desirable and possible for us to quickly test ideas and experiment at any time. This is the only means by which creativity can be encouraged and ideas developed. Such openness should also be transported outside the company.

Therefore, I wish to send the important message to customers and partners, who also like to experiment and have ideas, for example with regard to banking automation, that they are more than welcome to contact us at any time. We are pleased to receive external inputs and like to work on concepts with our customers and partners.

*“ It is vital that free space be created during
everyday working for brainstorming. ”*

Continued on page 8.

Continued from page 7:

Examples of KEBA innovations – derived from idea management

Robot controls made simple



The idea of **“directmove”** has recently been introduced to the industrial automation sector. It relates to the use of a manual device, which has the size of a laser pointer or ballpoint pen, for industrial robot control. Through the employment of a technical principle, which resembles the operation of a popular game console, by means of hand gestures robot arms can now be comfortably and quickly programmed intuitively via movement controls. As opposed to existing solutions, the user does not need to think in terms of coordinate systems and orientation, but rather the robot learns from the hand movements of the user by copying the gestures shown.

This idea was initially evaluated by an I-Group and then further developed. Functional models were tested at trade fairs and customer companies and then subjected to a technological and economic examination in the course of a pre-project. Inside KEBA the excitement regarding this idea was so great that it finally made the transition to product development. At present “directmove” is at the market launch stage and customers are already showing a more than enthusiastic response to this intuitive operation concept.

Quick and easy electrical recharging



The **electric vehicle charging station** is another idea that has emerged from KEBA idea management as a response to the trend towards electrically powered vehicles. What only three years ago sounded extremely fanciful has in the meantime developed into a separate business unit within KEBA and is booming. Initially a pre-development project was launched with a team gathered from a diversity of business areas within the company. This team placed an intensive focus on topics such as the complete background to electromobility and economic factors.

Now, KEBA's portfolio in the electromobility sector extends from autonomous charging stations and extendable satellite systems, to home charging stations for the private area.

Among KEBA's customers in this segment are power supply companies and public utilities in Austria and Germany, commercial companies, local authorities and automotive manufacturers such as Daimler AG (please see the article on page 21).

“ Promote creativity –
develop ideas –
implement innovations ”



KEBA spare part logistics get a makeover

New spare part logistics in the after-sales area

The KEBA service concept is based on first class support for first class products. When choosing KEBA, customers opt for products, which convince due to their mature technology and innovative ideas. Moreover, in order that long-term customer satisfaction is secured, KEBA's customer services are also of exceptional standard. Support extends from roll-out management, commissioning and life cycle services, to spare part and repair management, a help desk and support service, training, certification and customer and partner management.

Accordingly, in order to be able to meet the steadily growing demands of the banking market to an even greater extent, KEBA is currently subjecting its spare parts logistics concept to an overhaul. From April 1, 2012 all customers, including the banks and savings banks, will have access to a new spare part logistics model, which will allow next business day deliveries in tandem with high levels of supply capacity.

The aim of the project is the creation of holistically optimized spare part logistics with short delivery times, excellent component availability and attractive prices in which, apart from the supply of German service partners, banks and savings banks, deliveries to international customers should play a central role.

Smooth, optimized service processes

Against this background, KEBA is currently submitting its internal service procedures and structures to a complete shake-up and redefinition. The separation of service processes from repeat business is one essential result of this process and is vital to the smooth design of both the dispatch of serial components and spares, as well as the creation of capacity for future expansion.

Flexible spare part supply

In concrete terms, spare parts have been collected and placed in a physical store and the KEBA Repair Center has been transferred to a building at the company location in Linz. These moves have been made in order to keep procedural and processing time to a minimum in the interests of our customers and to ensure that in future, KEBA will remain able to complete spare part deliveries as a flexible partner. In addition, in the order processing area a web shop is to be established, which will allow digital order registration and thus additionally cut order throughput times at the company.

Efficient handling for maximum machine availability

The aim is to be able to handle orders on a same-day basis and in express cases deal with them in an hour and then hand them over to a logistical services supplier.

It is essential that the downtimes of self-service machines at banks are minimized, as availability is the most important factor in connection with the acceptance of self-service solutions by bank customers. For this reason, standstills are not tolerated and this makes it all the more important that service level agreements (SLAs) are strictly observed, a goal for which this project provides precisely the right basis.



In practice

As a consequence, from April 1, 2012, the supply of service partners, banks and savings banks will no longer take place via an external supplier of logistics services as an extra storage stage, but rather directly by means of overnight dispatch from Linz. In cooperation with a respected courier express package service, the ordered spares will be transported to the desired address for immediate delivery. Irrespective of whether the vehicles of service engineers, drop-off points, central service partner warehouses or banks have to be supplied, a delivery to any location in Germany by 7.00 a.m. can be guaranteed. In addition, standard delivery will still be available for orders where time is not such a critical factor and overnight dispatch is unnecessary.

Results

Using this concept, KEBA anticipates that the entire service logistics process will be more transparent, the level of contacts and proximity to service partners, banks and savings banks will improve, and through process streamlining, a possibility will be created for the counteracting of the extreme price pressure of recent years.

“ Optimized KEBA spare part logistics add up to rapid delivery times and excellent availability at attractive prices. ”

Better safe than sorry

KePlus Skimming Device Detection is the intelligent solution for the certain recognition of skimming devices on KEBA automats.

*Stephan Danner,
Product Manager KePlus Banking Automation, KEBA AG*



Stephan Danner

Stephan Danner is KEBA AG's Product Manager for KePlus Banking Automation. He possesses extensive experience in the field of cash and non-cash banking automation products, especially with regard to security, cash recycling (and integration) and cash management. He joined KEBA in 2004 and was initially involved in the development of cash systems before subsequently switching to the product management area.

Security is the number one banking machine priority

The topic of security always plays an especially significant role whenever money is involved. Accordingly, ATM security is a major issue for banks and savings banks, as apart from the financial damage, cases of fraud have a negative effect upon the image of the institute involved and can be detrimental to the patterns of use of banking customers and hence the cost efficiency of self-service terminals.

Skimming is organized criminality and causes serious economic damage

In the meantime, skimming accounts for 85 per cent of all the attacks on banking terminals.¹ These attacks always involve spying and duplication in connection with customer data, which consists of the information on the magnetic strip on banking cards and the related PIN code. Skimmers employ electronic devices, so-called skimming attachments, with extremely small reader heads, which are either placed on or in the card slot. Owing to increasing miniaturization, these devices are becoming steadily more difficult to detect. Moreover, the theft of the card data and the subsequent emptying of bank

accounts have long ceased to be a purely national matter, as the criminal gangs involved are extremely well organized and complete cross-border fraud on a global basis.

In 2010, the economic damage caused by skimming amounted to around EUR 270 million², whereby this is only the official figure and does not include the expenses incurred by banks, service providers and the police, or those relating to account and card freezes and the changed behavioural patterns of banking customers.

Fighting skimming irrespective of the technology used

The technical methods employed by criminals during skimming attacks are the object of permanent further developments. These would appear to be targeted on anti-skimming safeguards based on the principle of interfering with a skimming attack and therefore such solutions involve increased investment risk.

¹ Source: European ATM Crime Report 2010

² Source: European ATM Crime Report 2010



As anti-skimming modules always possess an electronic component, the reliable identification of skimming devices is essential, irrespective of the skimming technology that they employ. This ensures that investments are protected irrespective of the influence of skimming technology advances. It is precisely at this point that KEBA enters the fray with its innovative KePlus Skimming Device Detection product, which gets to the very root of the problem.

KePlus Skimming Device Detection, a KEBA product innovation

KePlus Skimming Device Detection provides the effective recognition of manipulation on self-service terminals and surveillance of the area surrounding the magnetic strip in the card slot.



KePlus Skimming Device Detection operates in secret and for surveillance purposes penetrates the materials generally used in the area of the card slot. It detects metals, certain plastics and water, and cannot be spotted from the outside. In addition, KePlus Skimming Device Detection possesses innovative evaluation algorithms, which mean that normal operation remains undetected.

Depending on the application, a variety of additional protective measures can also be employed such as terminal shutdown and the setting of a silent alarm in order to protect bank customers against data theft and to immediately prevent criminal attacks on KEBA automats.

Investment protection, availability and future-safeness are trumps

KePlus Skimming Device Detection demonstrates a particularly high degree of innovation. Its technology operates in the microwave frequency range, which it uses for the creation of a perfect symbiosis of selectivity and precision.

KePlus Skimming Device Detection also employs a procedure for the precise distinguishing of spatial changes. While other systems available on the market have a detection range of 50-500 mm, which frequently leads to false alarms, KePlus Skimming Device Detection offers extreme sensitivity to objects and their alteration.

Monitoring is very close range and is restricted to the area in which skimming is actually possible. Changes beyond this area are not registered and thus the ATM can operate smoothly whilst enjoying comprehensive protection.

While previously unattained selectivity makes a minutely detailed differentiation between the terminal surroundings and the monitored card slot segment, high-precision technology facilitates the recognition of extremely small components within the safeguarded area. This guarantees the complete functionality of the self-service terminal in combination with simultaneous protection.

KePlus Skimming Device Detection is thus the only solution to provide outstanding reliability in combination with operational safety, which adds up to fewer false alarms and a lasting reduction in the security risks relating to KEBA self-service terminals.

Interview: Sparkasse Ingolstadt

“The KePlus R6 has really convinced us!”



Klaus Breitmoser

Klaus Breitmoser is the Organization and IT Service Department Manager at the Sparkasse Ingolstadt (total assets as per December 31, 2010: approx. EUR 3.2 billion), which he joined in 1979.

He has been responsible for internal IT operations at the Sparkasse Ingolstadt since 1984.

Mr. Breitmoser, until the end of 2010 you did not use cash recycling at all. Deposits were made over the counter or via the night safe, while withdrawals took place by means of mono-functional ATMs. What persuaded you to consider the topic of cash recycling?

There were three main reasons. Firstly, at that time roughly half of our existing ATMs were ten-years-old or older and this raised the issue as to whether replacement on a 1:1 basis with new mono-functional machines made sense.

Secondly, up to then we had used conventional, mechanical night safes and once again, the question as to whether this concept was viable for the future also had to be answered.

Lastly, the changes at the Deutsche Bundesbank led and are leading to more expensive cash logistics, as security company services are needed to an increasing extent.

Therefore, we studied these matters in detail and finally decided that we would use cash recyclers across the board and completely remove the existing night safes.

Why did you opt for KEBA self-service cash recyclers?

We had the cash recyclers validated and released by Finanz Informatik rigorously tested by our Organization and IT Service Department personnel in closed-shop operation (without customers) on the basis of a defined matrix.

Following these tests, KEBA's KePlus R6 emerged as the clear winner and in addition we were delighted by the quality and craftsmanship of the machine.

What experience did you gain from the KePlus R6 tests?

The feedback from the employees who carried out the testing was entirely positive. The KePlus R6 really convinced us in every respect and in a sustained manner. This process of persuasion began with

the terminal's availability, which was subsequently confirmed during productive operations, and continued via the quality and processing speed of banknote recognition, to the haptics and the overall feeling of quality that it generated.

Does this mean that you have become a convinced KEBA customer?

I must confess that until we launched this project we did not have any KEBA machines in operation. However, the tests were so convincing that we changed tack and the positive experience gathered up to now has confirmed the probity of this decision. The KePlus R6 cash recyclers offer high levels of availability, perform well and have been met with an extremely positive response from our customers.

When was the first KePlus R6 installed and how long will the rollout take?

We started with the installation of the first KEBA cash recycler in February 2011 and in the meantime eight are in operation and another six are planned to follow during this year.

To date, installation and start-up have been absolutely problem-free and more than satisfactory. The rollout with a total of forty KePlus R6 terminals will be completed at the end of 2013.





A range of marketing activities underpinned the cash recycling launch. The primary aims of these measures were to present the advantages of self-service deposits to the customer and to make the technology appealing, and these were achieved with great success. Although the rollout is still in its initial phase and the recyclers have only been running for a few months, we had over 8,000 deposits in the period between February and June.

Our expectations regarding the KePlus R6 have been fully met, particularly those relating to availability and customer acceptance. These self-service terminals are set to become a mainstay for our vision of “Enthusiasm for our customers”.



Were special measures adopted during the introduction of the new recycler, in order to ensure employee and customer acceptance?

Yes, during the start-up of the machines we provided active support with a number of employees. In the retrospective this was probably unnecessary, as things virtually ran by themselves and so to speak from a standing start the customers easily came to grips with the new terminals.



“ The KePlus R6 cash recyclers offer high levels of availability, perform well and have been met with an extremely positive response from our customers. ”

Raiffeisen banks Austria: Successful introduction of cash recycling

The development of new Raiffeisen self-service software for the cash area has been completed and cash recycling at the ATMs is now possible with immediate effect. The Raiffeisen banks in Vienna and Lower Austria recently started with the introduction of cash recycling using proven KEBA technology.

The initial pilot terminal is a KePlus R6, which is being put through its paces during testing in Mattersburg. Moreover, the first X6 in the Raiffeisen banking group to offer coin depositing is to be tested at the Raiffeisen St.Veit-Schwarzach-Goldegg, while in addition to the KePlus series machines, Rondo 4cashcycle+ ATMs are being converted into recyclers with the first such change being undertaken in Mistelbach. The initial feedback and reports concerning the pilot terminals have been totally positive and both the availability and performance levels have exceeded expectations.



Future Lab - the Sparkasse branch of the future

Under the heading "Future Lab" IT Solutions enable their customers from the Erste Bank and Sparkasse in Austria and Central Europe to take a look at the "Sparkasse branch of the future". In the Future Lab, visitors and employees are shown trends and visions from various areas relating to the topics of self-service, branch design and processes.

A KePlus K6 equipped with a finger vein scanner is located in a separate self-service zone. This paints a picture of the safe completion of transfers by means of biometric authentication, which is made tangible through look and feel. The finger vein scanner serves transactions on the self-service terminal as an additional security feature and replaces the encrypting PIN Pad.

KEBA presented the first finger vein scanner at the CeBIT 2006 and since then has been involved intensively with biometric processes.

*KePlus K6 with
finger vein scanner*





KePlus X6 on the artistic trail

The Vienna Art Historical Museum complex is one of the world's largest and most important institutions of its type. 1891 saw the festive opening of the newly built museum on the Ringstrasse and since then this grandiose, monumental structure has formed a worthy showcase for the artistic treasures collected by the Habsburgs over centuries.

In 2010, the Art Historical Museum and its connected museums had a total of 1.2 million visitors.

In view of this figure, it is easy to imagine that every day the cash points and ticket offices are extremely busy, and especially at the weekends. The receipts are enormous and therefore the Art Historical Museum turned to KEBA with a special enquiry.

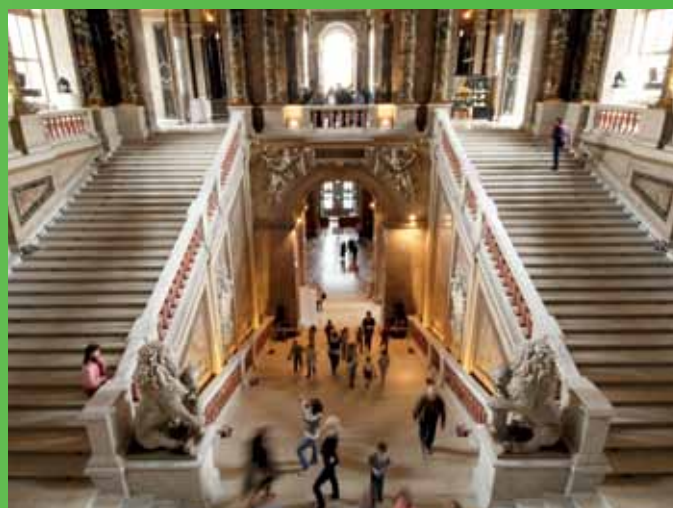
This related to an ATM for the deposit of banknotes and coins, which should accept and safely store the daily takings from the museum ticket office staff.

To date, the daily receipts were collected by the back office and then transferred to a bank. In order to simplify the related handling, the museum wished to provide its employees with an additional service and therefore a KePlus X6 (lovingly christened as KNUT) has been operating in a secured area. This allows the deposit of the daily receipts in the form of banknotes and coins.

Deposits can now be made entirely independent of bank opening hours and the museum personnel can both empty out their cash takings several times daily and profit from maximum security.



KePlus X6 allows the employees of the Vienna Art Historical Museum the deposit of the daily receipts.



Finanz Informatik releases the KePlus SyswatchAdapter

The growing number of self-service machines and their major influence on customer satisfaction and business processes require special software tools in order to secure maximum functional availability.

One such efficient monitoring instrument is available to the German Sparkasse banks in the shape of the SYS-Watch OSPlus application from Finanz Informatik.



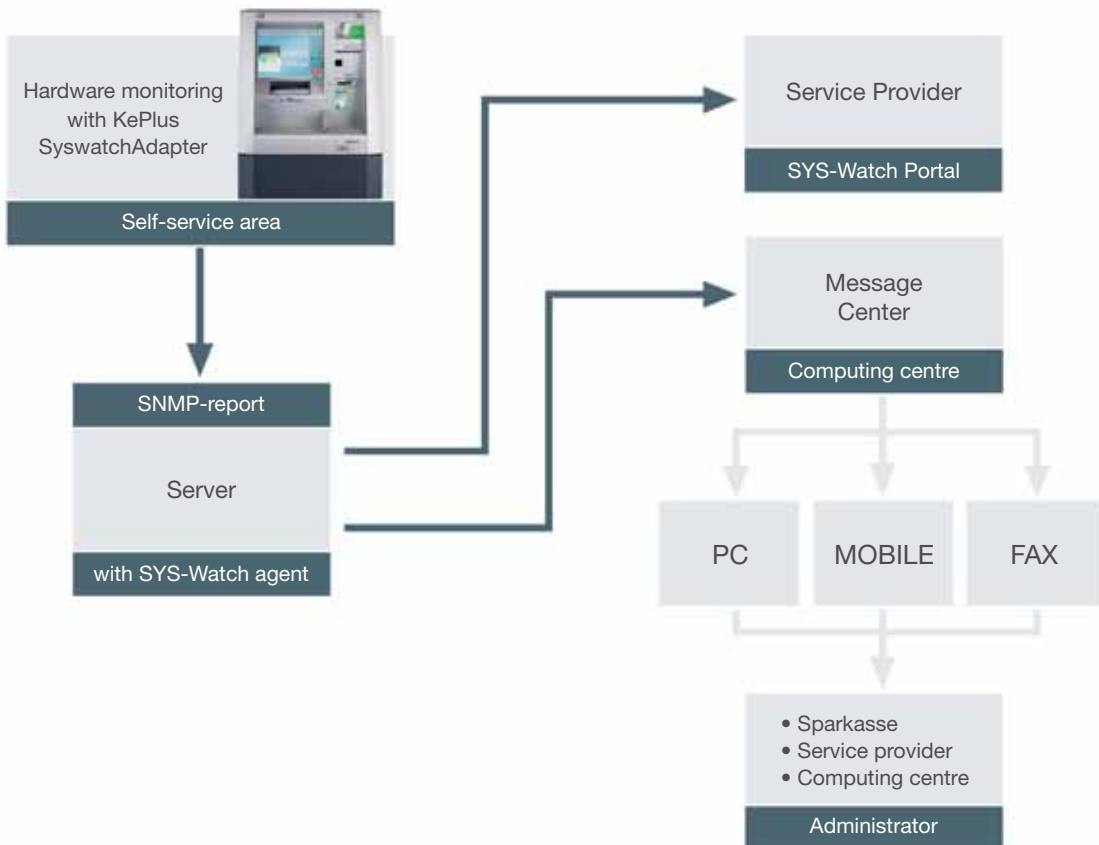
SYS-Watch secures defect-free system running by means of early fault recognition and correction. The KEBA KePlus SyswatchAdapter serves the automatic reporting of defects to the SYS-Watch OSPlus application and thus meets the demand for especially high availability levels to which KEBA machines are subject.

Since July 1, 2011 the manufacturer-imminent hardware defects appertaining to KEBA self-service cash recyclers have been integrated into Finanz Informatik's SYS-Watch OSPlus application. In addition, Finanz Informatik has informed all the Sparkasse banks in Germany by means of an organizational circular letter.

This new functionality means that the detailed remote surveillance of KEBA self-service cash recyclers is now available with immediate effect. An equipment list provides a quick overview of all the self-service machines installed and additional important details such as location, hard- and software systems can be shown for every terminal, along with details of individual components in the case of warnings.

The integration of KePlus ServiceInfo (EBS) makes the correction of faults simpler and more intuitive, which in turn results in particularly high availability levels.

Authorization for the KEBA KePlus P6 and K6 account service terminals is already in preparation.



1,000th KEBA cash recycler for Germany's Sparkasse banks



The KEBA sales team for the Sparkasse banks in Germany has passed a magic number, as the 1,000th cash recycler for the Sparkasse Financial Group has been added to the order backlog and will probably be installed before the end of the year. The 1,000 ATMs that are located at Sparkasse banks throughout Germany not only include older models from the Rondo 4cashcycle R4 and R5 series, but also the KePlus R6 and X6.

A similar picture exists in the non-cash area, where 1,100 ATMs (Rondo and KePlus models) will already have been installed before the end of the year. The market launch and the related major success have resulted in a major leap forward by the KePlus P6 and K6 account service terminals. In fact, since the beginning of the financial year (April) alone, the German Sparkasse banks have ordered 277 machines.

This means that in the meantime every third Sparkasse branch in Germany has become an enthusiastic KEBA customer.

KEBA Romania receives another order from the UniCredit Tiriac Bank



The success of KEBA's branch in Romania continues unbroken and during this July, the company was awarded a contract for the supply and installation of another 31 KePlus terminals with the rollout to be completed by the end of the calendar year. The background to this contract is formed by expansion to the branch network of the UniCredit Tiriac Bank (UCT) during which additional KePlus R6 and X6 self-service terminals are to be installed.

Within the UniCredit Group, UniCredit Tiriac Bank in Romania was the first bank to adopt recycling technology and the positive experiences of the bank with the solution developed by KEBA Romania proved to be the decisive factor during the latest tendering process. This solution not only includes a combination of hardware, customer application and transaction server, but also integration and support services.



With more than 3,000 units and 250,000 boxes installed, KePol is a genuine success story. However KEBA, the technology leader is constantly going one step further in its bid to revolutionize the automation of the first and last mile.

The latest generation of KePol, the modular system KePol/FS-08, offers a one-stop-shopping package that includes hardware, software, consulting, services, installation and rollout management and integrates everything necessary for the safe and easy operation of an automated logistics solution: modularity, safety and life-long value.

Modularity – flexible in every form

KePol can be adapted to its environment, local circumstances and most importantly individual customer needs – no matter if the machines are installed with or without foundation elements.

They may have up to 39 modules and can be installed in a line, in an L- or U-shaped configuration. Modules may even be installed with gaps should there be a natural barrier like a house entrance.

Safety as a number one priority

The KePol solution protects users, operators, machines and data with an integrated safety and operating concept and many innovative safety features such as KePol Lock Secure.

Life-long value and highest quality standards

No matter if it snows, rains, hails or storms, KePol is up to every challenge and can withstand any weather conditions. KePol is characterized by the highest quality.



“ KePol represents life-long value and flexibility in every form. ”

KEBA celebrates 10 brilliant years of automated pick-up and delivery with KePol!

Ten years have passed since the triumphal progress of the KePol logistics solution began. What was then a groundbreaking innovation and required a great deal of courage, is now considered the norm. Indeed, in many countries around the globe, KePol has become part of everyday life and its use is as commonplace as withdrawing money at an ATM.

KEBA sparkles at the POST-EXPO 2011 in Stuttgart

KePol celebrates its 10th birthday and the visitors to the POST-EXPO join in the festivities!

KEBA's exhibit at the POST-EXPO, which was held from September 27-29, 2011, in Stuttgart, celebrated a very special birthday.

KePol, the automated logistics solution, has been exciting customers all over the world for a decade. Accordingly, KEBA used this tenth birthday in order to convince visitors to the POST-EXPO trade fair of KePol's value stability, high quality and flexibility. In actual fact, the new KePol/FS-08 modular solution evoked considerable amazement, as the individual box modules were mounted separately so as to demonstrate the flexibility available during installation. KEBA's innovative solution attracted a large number of interested persons to the company's stand, including important representatives from the postal, logistics and retailing fields.



The 2011 POST-EXPO also had an "emission-free zone" on the fair site in which the future of package deliveries using e-vehicles was on show. Accordingly, KEBA seized this opportunity to exhibit the KeContact home charging station, its latest innovation in the electromobility field. On the Daimler AG stand, the new KEBA development demonstrated how the quick and simple recharging of a Mercedes Benz Vito E-cell functions. More about the cooperation between KEBA and Daimler AG is contained in the NEWS section.

KEBA's exhibition stand at the POST-EXPO 2011 in Stuttgart



The KEBA product portfolio in the field of electromobility

Holistic charging infrastructure for the public and private sector



KeContact satellite – the scaleable solution for parking areas



KeContact flex is the autonomous charging station.

During the past two years, KEBA has been able to expand its portfolio in the electromobility field and can therefore now offer a holistic infrastructure solution, which in addition to hardware includes a comprehensive range of services.

KeContact flex

This is an autonomous and flexible charging station, which furnishes operators with the greatest possible flexibility, guarantees maximum personal protection and secures the highest levels of customer acceptance due to the simplicity of its user instructions.

KeContact satellite

KeContact satellite is a scalable solution with several charging points that offers the enlargement of the independent KeContact flex charging station with up to 15 satellite sockets. These can be used wherever numerous charging points should be available in close proximity to one another, as in multi-storey car parks, underground garages, semi-public and park & ride parking areas.

KeContact home

KeContact home is the first holistic solution for the fast and easy charging of electric vehicles at home or company premises that is already in series production.

Private persons and companies with fleets will benefit from six fold faster charging than at any standard socket. This can be achieved by the intelligent communication between the charging infrastructure and the on-board charger. As a consequence, charging periods are reduced and utilization rates are increased. Due to its high innovation rate, KeContact home has become the export hit of the Austrian electromobility industry.



KeContact home on pillar



“ Recharge wherever there’s a parking space! ”

Daimler opts for KEBA

KEBA is Daimler AG's cooperation partner in the field of home charging stations for its electrical vehicles



In the light of the continual growth in the world's population and the related increase in the need for mobility, electromobility is not a zeitgeist topic, but a seminal response to the constant rise in traffic volumes.

For the past two years, KEBA has been intensively occupied with the topic of e-mobility and as a specialist in the fields of automation, electronics and self-service offers a comprehensive product portfolio for holistic infrastructure solutions. In this connection, the Austrian automation specialist can now report a significant success, as Daimler AG has selected KEBA as its cooperation partner for e-vehicle home charging stations, also referred to as "wall boxes".

A convincing product innovation that offers six-fold faster charging

KEBA was able to convince the automotive giant with its product innovation, the KeContact home wall box, which allows the simple and fast charging of electric vehicles and is therefore especially suitable for private persons or companies with fleets looking to secure mobility in minimum time for their e-vehicles. In addition to inventive design and straightforward operation, KeContact home also stands out due to its use of the entire available charging capacity and consequently provides a six-fold increase in charging speed, as opposed to a standard household socket.

Cooperation partner for home charging stations

These features persuaded Daimler AG, manufacturer of smart and Mercedes-Benz e-cars, to select KEBA as its cooperation partner for home charging stations in the period up to 2013. KEBA's wall box will serve as a charging station for Daimler e-vehicles and in an initial step will be employed in selected European countries for both private and fleet customers with smart and Mercedes-Benz cars.

Experts predict that in future home charging stations for private and fleet customers will constitute a major part of the e-mobility charging infrastructure. Hence, KEBA has very special interest in establishing a foothold in series business and offering a professional infrastructure solution for the rapid charging of electric vehicles in the shape of KeContact home.

Initial presentation at the IAA

KeContact home was presented by Daimler AG in September at the IAA. A total of 18 stations were installed around the fair and offered an invitation to recharge the new smart e-vehicles on the spot.

KeContact home – convincing product novelty and export hit of the Austrian electromobility industry



KeContact home

This represents a new addition to the KeMove e-mobility solution and the perfect answer for the quick and comfortable charging of electrically powered vehicles. KeContact home provides a six-fold increase in charging speed in comparison to standard household sockets and in its end application is especially suitable for private persons or companies with fleets looking to secure mobility in minimum time for their e-vehicles.

With its attractive design, KeContact home fits perfectly into both interior and exterior areas such as house walls, garage inner walls and carports. A specialist ensures professional, correct and safe installation.

Charging in no time at all

Today, time is at a premium and for high availability levels and maximum use it is essential that e-vehicles can be fully charged as quickly as possible. This naturally involves a reduction in charging times and in this regard KEBA's home charging station, the KeContact home (also known as the "wallbox") offers the ideal solution, as it is specially designed for this purpose. E-vehicle charging at appropriate high speed also allows the full use of the entire charge performance available.

Simple, intuitive operation

KeContact home provides optical feedback regarding current charging activities and the status of the charging point and thus offers simple and intuitive operation. Thanks to the operating display with multi-colored LEDs, the user can clearly see the status of the charging procedure at all times. The status ranges from "ready to operate" and "ready to charge" (which means that the e-vehicle is connected to the point and the plug is locked) to "charging procedure active" or "fault".

Safe mobility



KeContact home naturally meets all statutory requirements, standards and safety regulations. A locking mechanism on the charging point ensures that current only flows during the charging process. This prevents unplugging under load and ensures maximum safety.



“ KeContact home – recharges your electric vehicle up to six times faster than any standard socket. ”

Event review 2011

KEBA trade fair exhibits in the banking, services and energy automation areas

January	March	June	September	Oktober
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> SIZ-Kongress (Bonn, Germany) 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Marketforce European Postal Services (London, UK) 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> EL Congress (Helsinki, Finland) 	<ul style="list-style-type: none"> <input type="checkbox"/> Internationale Automobilausstellung IAA (Frankfurt, Germany) "Daimler opts for KEBA" – the initial presentation of the KeContact home aroused sizable media interest. 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> CIBELAE Congress (Rio de Janeiro, Brazil)
<p>February</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> World Mail & Express Americas Conferences & Exhibition (Mexico City, Mexico) <input type="checkbox"/> E-world energy & water (Essen, Germany) 	<p>April</p> <ul style="list-style-type: none"> <input type="checkbox"/> EL Motion WKO (Vienna, Austria) 	 <ul style="list-style-type: none"> <input type="checkbox"/> Elektro Mobilität (Vienna, Austria) 	 <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Victor Gala (Vienna, Austria) 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Symposium Sicherheit (Vienna, Austria) Product manager, Stephan Danner, gave a specialist presentation concerning the KePlus Skimming Device Detection product innovation. <input checked="" type="checkbox"/> IIR Conference (Vienna, Austria)
	<p>May</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> World Mail & Express Europe (Brussel, Belgium) 	 <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Retail Banking Forum (Vienna, Austria) <input type="checkbox"/> Electric Vehicle Infrastructure World Congress (Berlin, Germany) KEBA acted as a Silver Sponsor and provided its expertise on the electromobility field in the course of discussions and presentations. 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> POST-EXPO (Stuttgart, Germany) KEBA celebrates 10 brilliant years of automated pick-up and delivery with KePo! 	<ul style="list-style-type: none"> <input type="checkbox"/> eCarTec (Munich, Germany) KEBA's complete portfolio of electromobility product solutions will be on display. <input checked="" type="checkbox"/> NASPL Conference (Indianapolis, USA)
				November
				<ul style="list-style-type: none"> <input checked="" type="checkbox"/> QUID / ID World (Milan, Italy) <input checked="" type="checkbox"/> Sparkassen-Kontakttage (Kitzbühel, Austria) <input checked="" type="checkbox"/> FI-Congress (Frankfurt, Germany)

Key

- Banking automation
- Postal and logistics solutions
- Lottery solutions
- Electromobility

For scheduled events please visit www.keba.com/en/company/datesevents.

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