

IM TREND

KEBA CUSTOMER MAGAZINE

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Customer relations based on heart and mind

KEBA self-service training

How to turn bank employees into self-service enthusiasts

New cash recycler for China

KEBA®

Automation by innovation.

Company

- 2 Customer relations based on heart and mind

Products/Trends

- 4 KEBA self-service training:
How to turn bank employees into self-service enthusiasts

Austria

- 6 Sparkasse Kufstein:
A comprehensive self-service strategy
- 10 KEBA installs its 1000th cash recycler in Austria

Germany

- 12 A "KEBA-only branch" at the Kreissparkasse Göppingen

International

- 14 Heading for success:
A new cash recycler for China

Energy Automation

- 17 KEBA wall boxes on Barbados
- KEBA on the World Wide Web

Service Automation

- 18 An indoor parcel solution

Customer relations based on heart and mind

"First and foremost, it is the success our customers that makes us successful."

A switch from a product-oriented perspective...

... to a customer-oriented approach represents the path adopted by an increasing number of companies in recent years. Indeed, a customer focus has long been one of the cornerstones of KEBA's corporate vision and strategy. The emphasis in this regard is on the provision of products and services that satisfy the individual requirements and wishes of the clients. This objective is achieved through long-term, trustful customer relationships characterized by openness, flexibility, technical and market knowledge, and genuine closeness to the client, or in the other words, the strategic orientation of every aspect of business.

Success has its obligations

We have decided to opt for an approach founded on in-depth partnerships with our customers. These have to be both intensive and comprehensive, for only then can our customers be confident that we understand their business and think and act in their interests.

Thanks to specially trained and experienced personnel, e.g. from sales, product, service and project management, we successfully achieve proximity to our customers and speak their language.

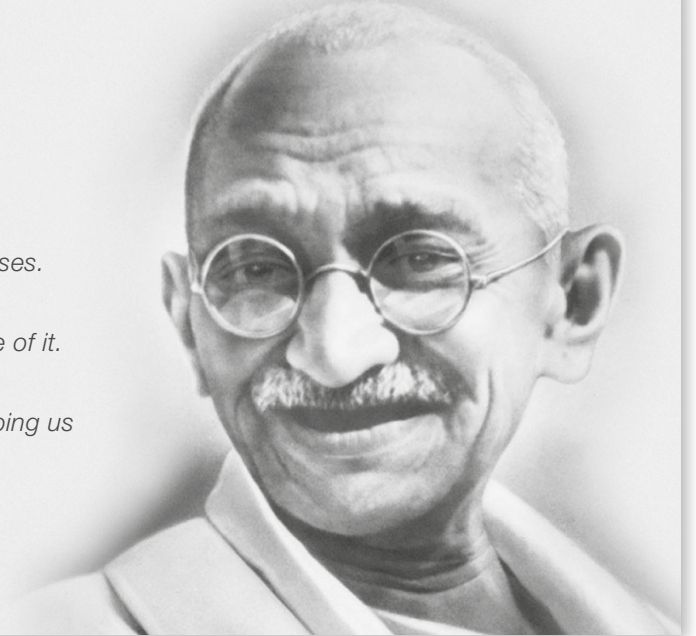
KEBA employees constantly act with candour, competence and reliability. For us, integrity and trust are prerequisites for the realization of genuine partnership during day-to-day business. It is no accident therefore that one of our most important principles is: "First and foremost, it is the success our customers that makes us successful."

Moving in the international circles

KEBA's internationalization strategy is also founded on closeness to the customer and our own branches. A thorough knowledge and grasp of market demands and the specific assignments of our clients in their various nations are essential. Accordingly, the know-how and experience of our employees from each country ensures that optimum service and qualified support are guaranteed.

*"A customer is the most important visitor on our premises.
He is not dependent on us. We are dependent on him.
He is not an interruption in our work. He is the purpose of it.
He is not an outsider in our business. He is part of it.
We are not doing him a favour by serving him. He is doing us
a favour by giving us an opportunity to do so."*

Mahatma Gandhi



Strategic partnerships

KEBA is further consolidating its market position through cooperation with strategic partners such as Hitachi Omron Terminal Solutions (HOTS), selected service partners in Germany and Finanz Informatik.

This secures flexibility and the provision of customers with genuine competence and optimized overall solutions.

A causal chain

Client proximity creates trust, customer satisfaction and in the long-term loyalty. This causal chain was also much in evidence in the latest KEBA customer survey. The exceptionally high feedback ratio of around 45 per cent (according to experts this generally amounts to 20 to 30 per cent) indicates the enormous loyalty shown to KEBA by the banks and savings banks questioned.

Apart from outstanding product quality, it was the KEBA personnel that received especially high ratings. Above all, KEBA achieved top scores in the categories integrity, consultative quality and contact person accessibility.

Finally, we would like to close with a quotation from Mahatma Gandhi and as always wish you enjoyable reading of the latest issue of "Im Trend", which as usual is full of interesting reports from KEBA's world.



Yours sincerely, Franz Berger, MBA
KEBA Banking and Service Automation Business Manager

How to turn bank employees into self-service enthusiasts

KEBA has set itself the task of delighting its customers. Patricia Stark, one of KEBA's product managers in the banking automation services field: "Our objective now is to learn even more about our customers and their requirements, in order to serve these to the greatest possible extent through a jointly designed product and services unit."

Innovative approaches

However, by using classical, analytical business management methods a dead end is quickly reached.

Therefore, with service design the KEBA product management has adopted a fresh approach.

This involves the creation of services with a constant focus on the customers (please see the interview with Marc Stickdorn on the right).

How does one design services?

In line with service design processes a variety of methods are employed to better understand clients and consumers, or the clients' customers, and thus incidentally obtain a diversity of interesting insights.

As far as self-service and banking automation are concerned, a major finding was that although ATM quality is basically very high, the self-service quota (i.e. the number of self-service transactions in ratio to those at



the counter) is influenced by a wealth of other factors. Apart from the bank branch location, design and signposting, above all the branch employees play a major role.

Only when they are convinced of the advantages of automated banking transactions, support the use of the machines and are well acquainted with their operation, are they capable of communicating these benefits to the customer. And only then can self-service be successful.

Turning branch staff into self-service promoters

In view of the recognition that branch employees represent the decisive factor in the success of self-service ATMs,

KEBA originated the idea of self-service training: "A customized schooling concept that will turn your team into self-service enthusiasts!"

It is this approach that Patricia Stark is seeking to disseminate: "We wish to pass on our know-how and passion for self-service products to our clients and their employees."

Apart from a short introduction to the history of ATMs, during a two-day workshop the attendees receive technical inputs regarding self-service machines and a look behind the scenes at KEBA.

They learn how banknotes are validated, what are the trends in the self-service area, the success fac-

The industry is currently experiencing a paradigm shift. Today, market differentiation no longer takes place purely via technical specifications, but via the overall experience that the customer is offered along with a product. The catchphrase is “service design” and therefore KEBA is now focusing very intently on this subject. One result is a customized training concept that the Sparkasse Kufstein, a customer from the very start, already has in successful operation.



Interview with Marc Stickdorn

Lecturer and consultant, smaply und myServiceFellow (Austria)

tors related to self-service systems, and also how to deal with the standard objections and prejudices of bank customers.

The objective is that the bank's personnel come to better understand the significance of the self-service zones in branches. And as Patricia Stark explains: “Employee involvement takes centre stage. The goal is to communicate the feeling that they have obtained insights into something that is generally hidden. Moreover, this sense of exclusivity is further intensified by small groups and the appropriate ambient conditions.”

What is service design?

Service design involves the design of service systems with the aim of optimizing the related customer experiences.

When did this approach first appear?

Service design has a number of roots. It was dealt with initially on an academic level in the 1990s and the first agencies in this area appeared roughly 15 years ago. However, service design has really gathered momentum in the last three to four years.

What is the reason?

This is connected primarily to the levels of corporate understanding and culture. Product design has long existed, but services are invisible and to date have been frequently neglected. Consequently, the catch-up requirement in this area is correspondingly large.

Do the methods employed in service design differ from those used in classic product design?

The methods are partially similar. Product design involves rapid visualization and testing using prototypes and this is also necessary and sensible in the case of service design. The art lies in keeping various perspectives

and solution approaches constantly in view and then harmonizing them. During this process we utilize ethnographic methodology, contextual interviews, the personas approach, co-creative working in workshops and similar procedures. However, as opposed to technical innovation, the main issue is a capacity for empathy and the ability to envisage customer expectations.

What effect does the use of service design have on companies?

With service design the spotlight falls on the customer experience and against this backdrop, it changes the viewpoint of a company. Products are understood as services and for example, companies can invite their customers to document their actual experiences in order to extrapolate the possibilities for ongoing improvements (see myServiceFellow).

What value added does service design offer?

The value added derives from a concentrated working approach and a comprehensive customer experience that companies must consider independently of communications and distribution channels.

A comprehensive self-service strategy



An interview with Sparkasse Kufstein for „Im Trend“

Why did you decide to deploy cash recycling at all Sparkasse Kufstein branches on a full coverage basis?

Roman Seeleitner. We first decided to opt for recycling with the introduction of Article 6 and immediately recognized the sense of the related systems.

We developed a self-service strategy in-house four years ago, which involved a great many calculations and a fundamental discussion of the merits of cash recycling.

This process culminated in extremely positive results. Therefore, we began to replace the bulk of our ATMs, which at that time were mono-functional, with KEBA recyclers and at the same time started to remove all our night safes.

We only left a mono-functional terminal next to the cash recycler in the few branches handling a very large number of transactions.

Why did you select KEBA recyclers?

Alexander Heger. From the outset, we were extremely satisfied with our teamwork, which commenced in 2004 with an account service terminal.

Bernhard Koppler, our contact at KEBA, also provided us with perfect advice and a great deal of support during our internal preparations.

Moreover, as some of our personnel switch from one branch to another, for us it was important to have a single manufacturer. Once employees are well acquainted with the systems, they can also provide each other with mutual assistance.

What insights have you gathered in the meantime, for example with regard to self-service quotas?

Roman Seeleitner. From a technical standpoint, the KEBA recyclers pose

The Sparkasse Kufstein is regarded as a reference example in the region, especially with regard to its full-coverage use of cash recycling. With self-service training it has now taken another innovative step forward in the course of implementing its comprehensive self-service strategy.

The Sparkasse Kufstein has opted for full-coverage cash recycling in tandem with self-service training.

A conversation with the four responsible managers at the Sparkasse Kufstein clarifies the reasons for the full-coverage deployment of cash recycling and how the bank can benefit still more as a result of KEBA self-service training.



Alexander Heger. The customers decide the area that they like best. This can be the self-service zone, or the coffee bar. We orientate ourselves accordingly. This approach is exemplified by our plan to equip all our branches with WLAN in future and install “flying information points”, in order that our personnel have access to the appropriate data via notebook.

The self-service device as a communications interface between employees and customers?

Hannes Widmann. Yes, for us the realization that an automat alone would not provide a differentiation from e-banking for example, was of major significance. It is therefore important to breathe life into the ATMs and to remove the boundaries between the counters and self-service. Installing the automats is a step in the right direction, but the linkage of both zones through structural measures and the parallel use of the terminals as a communications platform remains the route that we have adopted.

To be continued on page 8.

the fewest problems even in comparison with mono-functional automats. And as far as the self-service quota is concerned, we have been able to raise this from 35 to roughly 60 per cent at our branches.*

Do you set self-service targets for the branches?

Hannes Widmann. No targets are set, but we do have an internal benchmark, which amounts to an 80 per cent self-service quota for scanning and a 60 per cent quota for cash recycling. In addition, an information event takes place once a quarter during which the most important key indicators from the individual branches are communicated.

How have the employees reacted to the recycler?

Alexander Heger. Our personnel noticed fairly quickly that the recyclers

are machines that offer value added and provide them with more time and possibilities to talk to and with the customers.

Hannes Widmann. We wish to create still greater closeness with the customers via the terminals. Our strategic goal is a supported self-service zone, which the customers operate themselves.

Moreover, assistance will be available on request and personal contact with the account managers should not be lost.



Alexander Heger



Roman Seeleitner



Hannes Widmann



Brigitte Höck

* Self-service quota with employee modus, scanning, deposits and withdrawals

We intend to not only offer the most modern account in Austria, but also the most technically advanced self-service zones.

Alexander Heger. That's correct. The success of the self-service strategy is not only dependent upon the hardware, but equally the positioning of the self-service zones inside the branches and naturally enough, the employees. This discussion also led to the request for self-service training. The branch personnel should have a better knowledge of the ATMs and lose their inhibitions with regard to the technology.

You have already sent some of your employees to KEBA's self-service training twice. What were the reasons?

Hannes Widmann. For us, self-service training is part of the overall strat-

egy. The measures are only worthwhile in total and in this regard self-service training fulfils two purposes. Firstly, it provides certainty when handling the machines and secondly, it is a sign of esteem and motivation for the staff.

Brigitte Höck. We deliberately send young employees, who are still in the learning phase, to self-service training.

Two days at a seminar in Linz is a small additional incentive, as otherwise all basic training takes place exclusively in Tyrol. In addition, our youngest personnel thus receive increased responsibility and can improve their internal standing.

Why young employees?

Brigitte Höck. Our young employees still have open minds. They have a positive attitude to technology and

transmit their enthusiasm to both the team and our customers.

Therefore, we integrated KEBA's self-service training into our schooling catalogue and in future will continue to send new recruits to Linz.

What was the feedback like after the visit to KEBA?

Brigitte Höck. Everyone who completed the self-service training was very proud of their ability to operate the terminals to perfection, recommend their use to our customers and correct errors and jams on their own.

They were especially impressed by the tour of production and were all highly enthusiastic about the Linz plant.



Sparkasse Kufstein

In conversation:

Alexander Heger and Roman Seeleitner
(both Sales and EDP Organisation)

Hannes Widmann

(Head of the HR and Sales Management Department)

Brigitte Höck (HR Management)

Sparkasse Kufstein:

230 employees, 1 customer centre and 18 branches,
total assets 2013: T€ 1,455,933

"Cash Recycling project":

22 cash recyclers exclusively from KEBA (KePlus R6se and KePlus X6se), partly with a side terminal for the handling of savings books

39,000 transactions in 2013, € 51 million in giro deposits

Field report from a Sparkasse Kufstein branch

Christian Kuen

“Our branch has a very favourable traffic location and thus completes a large number of transactions.

Apart from a classic ATM, we have had a KEBA recycler in operation, since 2011. This replaced a mono-functional automatic cash dispenser in our foyer. Our customers have responded to the system most positively.

Our proximity to a home for the aged means that a lot of older people come to us, and they also use the recycler.

The customers recognize the improvement in service quality owing to the possibility to pay in deposits 24-7.”

Branch Manager Kufstein-Zell



Gabriela Jurcevic

Customer Advisor Kufstein-Zell branch



“I have been working for the Sparkasse Kufstein since December 2013 and after a couple of months was able to travel to KEBA in Linz for self-service training.

The course was perfectly planned. Before the workshop I had the greatest respect for the handling of these devices, as I was worried about making a mistake during their operation and maintenance.

The self-service training removed this uncertainty.”

KEBA installs its 1000th cash recycler in Austria

VKB-Bank adopts cash recycling technology



KEBA and the VKB-Bank recently celebrated a very special jubilee with the installation of the 1,000th KEBA cash recycler in Austria at the bank's customer centre in the Rudigierstrasse in Linz, Upper Austria.

KEBA thus established another benchmark and demonstrated that cash recycling technology, which made its debut in Europe in 1993, is continuing its triumphal progress.

VKB-Bank as a new client

Last year, the VKB-Bank became convinced of the advantages of cash recycling although it has already been offering ATMs with a deposit function since 2001.

Thomas Horvath, the head of core bank IT: "Above all, the opportunity to make cash deposits was well received by our business customers, as they could thus save the booking costs related to cash and night safe deposits.

Moreover, we were also able to omit night safe systems when carrying out conversion work. Then in 2013, when replacing older deposit ATMs we decided to opt for KEBA cash recyclers as the next logical step."

Regionality, quality and flexibility

Thomas Horvath explains the choice of KEBA technology as follows: "For us as an Upper Austrian regional bank, a local supplier is most welcome. KEBA was able to impress through the competence, flexibility and high availability levels demonstrated in connection with the machines installed to date. In addition, the ATMs are manufactured in Linz, which was another reason why we opted for KEBA."

Manufacturer-independent software from SBS also had a favourable influence on the decision along with the fact that KEBA recyclers are already in operation within Raiffeisen banking group circles.

Technology and design proved convincing

Ten KEBA KePlus R6se recyclers were installed in the course of a year. Alfred Atteneder, the Regional Director for the Mühlviertel, is more than satisfied: "The KEBA ATMs are the newest on the market and offer exceptionally high availability ratings and top quality features. In addition, with their attractive design they blend in perfectly with our branch interiors."

Peter Prinz from the IT department also confirms the performance of the machines and has nothing but praise for their technical quality: "In six months not a single visit by a service technician was required."



Dr. Albert Wagner (left) and Gerhard Luftensteiner (right) on the occasion of the 1000th cash recycler.

As fast as an ATM

As Alfred Atteneder notes, customers have been deliberately encouraged to also use the cash recycler for withdrawals in order that the benefits of the closed monetary cycle can be exploited to the fullest.

Above all, this aim is supported by the fact that withdrawals from the KEBA recycler are faster than those from a monofunctional ATM.

Customer and employee acceptance

Customers have received and accepted the product in a thoroughly positive manner. According to Alfred Atteneder it has even been possible to win back

a client who was dissatisfied with the old machines: "For us, the cash recycler is a means of achieving differentiation and customer loyalty."

1000th KEBA cash-recycler in Austria

To date, the KePlus R6se recently ordered by the VKB-Bank was the 1,000th cash recycler to be installed in Austria by KEBA.

The installation of the machine at the VKB Rudigierstrasse branch was celebrated in style, Gerhard Luftensteiner having arrived with a cake for the entire staff and a glass sculpture by Andrea Gira-Spernbauer as a gift to mark the occasion.

Gerhard Luftensteiner: "We are extremely pleased that KEBA's 1,000th cash recycler just happens to have been installed at a VKB bank in Linz. Virtually all the banks in Austria already rely on KEBA solutions and we are continually expanding our market share in Austria, Germany and internationally."

Dr. Albert Wagner, the VKB-Bank CEO: "We opted for KEBA as an Austrian manufacturer, as on the one hand, we estimate both regionality and proximity, and on the other are convinced by the quality displayed by KEBA products. KEBA's focus is on technological innovations, which also embody the highest standards of craftsmanship, reliability and safety. Therefore, for us KEBA is the ideal partner."

Modern, sustainable and for the customers

With its new customer centre, the Kreissparkasse Göppingen is setting fresh architectural, advisory and self-service standards.



The beginning of April saw the opening of the new main branch of the Kreissparkasse Göppingen with its striking “Sparkasse Tower”, which had previously undergone gutting, renovation and conversion work over a period of around 30 months.

The resultant, freshly designed customer centre is a “KEBA branch”, fully fitted with systems from the Linz automation specialists. Reason enough to request Rainer Kaller from the Kreissparkasse Göppingen for an interview.

With the new building and renovation of the main branch, you have sent out a message in Göppingen.

Yes, definitely. Even when it was first built in the 1970s, due to its architectural singularity the Sparkasse Tower caused quite a stir. In the meantime, it has become a landmark that we did not wish to lose and therefore it was decided to retain the Tower in its entirety and fully renovate its interior.

Our main focus is on our customers and this was mirrored by the reconstruction work. Therefore, everything is now lighter, friendlier, more open and designed with trend-setting concepts. The new customer centre thus represents our business card.

What role does the self-service zone play in the new design?

The self-service zone is essential. We

use open planning in all our newly designed branches and this involves a move away from counters behind armoured glass to areas in which the customer can be welcomed.

The intention is to skilfully link direct customer discussions and competent consulting with self-service.

How many KEBA ATMs are in operation overall?

In the new customer centre alone we have three KePlus R6se cash recycling systems, two KePlus X6se recyclers with additional coin deposit function, three account statement printers and two account service terminals.

All in all, we currently have 116 KEBA systems consisting of 93 non-cash and 23 cash terminals.

How happy are you with the systems?

We are more than satisfied. With their top availability ratings and simple handling, the KEBA systems constantly offer convincing performance. In particular, we have noticed this with regard to the statement printers and the multifunctional account service terminals, which are a good deal easier to service than the other systems on the market.

Was this the decisive reason for your choice of KEBA account service terminals?

Yes, it was the main reason. Our cooperation with KEBA in the recycler area already stretches back to 2005. We were pleased with the KEBA recyclers from the outset and therefore when the old systems from a competitor brand required replacement, we wanted to test the current KEBA's latest KePlus P6/K6 non-cash series. As we were



The new main branch is now equipped with self-service terminals by KEBA.

impressed by the structure and design of the machine and liked the adjustable display, we decided to commission KEBA with the equipping of our entire statement printer and account service terminal fleet.

What has been the customer reaction to this new service?

To date, we have not regretted our decision. The introduction of the account service terminals was accompanied by the arrival of new functions such as self-service transfers. Naturally enough, this involved advertising and customer support during system operation in the initial phase.

In the meantime, acceptance levels are genuinely high and we have gained a wealth of extremely positive experience with this self-service strategy.

You now have a number of cash recyclers with coin deposit in operation. How did that come about?

For us it was clear that with the realization of the self-service banking concept, coin deposit would also be a necessity. The self-service handling of coins plays an indispensable role in the complete replacement of night safes and is a vital function for all business clients. The removal of the night safes has also saved us costs in this area.

Why are you employing KEBA recyclers on a virtually exclusive basis?

As I already mentioned, we are most satisfied with the KEBA systems. In addition, we regard uniformity among the individual ATM types as being important. We are looking for a standardized CI in our branches and furthermore, it is no longer the case that an employee spends ten years working in

one and the same bank. On the contrary, exchanges of personnel occur between the branches. Therefore, it is helpful for the staff when they find uniform self-services machines and of course, this also makes life easier for the customers.



Rainer Kaller
IT & Organisation

We still have a number of branches that we wish to convert to the self-service banking concept, which will involve the further expansion of our recycler infrastructure.

Heading for success

New cash recycler for China

During the comprehensive design project for the KePlus C6 cash recycler, which has been developed specifically for the Chinese market, KEBA Linz provided its colleagues in the CBPM-KEBA joint venture with support. This teamwork has already borne fruit, as the first batch of systems is currently being tested at the Chinese Merchants Bank (CMB). "Im Trend" provides a look at what's going on behind the Great Wall.



Successful joint venture

At the beginning of 2007, KEBA further consolidated its position in the Chinese banking market with the foundation of the Beijing-based joint venture, CBPM-KEBA. CBPM is the world's largest banknote printing house and a subsidiary of the Chinese Central Bank, which has a workforce of around 30,000.

The CBPM-KEBA joint venture has 400 employees, 50 of whom work in production and another 270 who provide servicing from 22 bases throughout the country. The joint venture partners profit mutually from their individual strengths. CBPM brings in its expertise in the banknote recognition and processing area, while KEBA provides its know-how and innovative capac-

ity in the cash cycle technology field. The linkage of these capabilities has enabled CBPM-KEBA to become the leading supplier of cash in and cash cycle solutions in the Chinese market.

Using synergy effects

Moreover, it has now become evident how the sought-after synergy effects



Head of the project Doris Manzenreiter with KePlus C6

Transaction numbers compared

- 50% more deposits and withdrawals in China per day than in Germany
- 7 times more banknotes per year per machine than in Germany

Experience gained from the pilot phase with CMB:

A KePlus C6 in Fumin, Shenzhen has successfully completed 340 transactions per day during the last four months. That is twice as many as with a KePlus R6 at a large German bank (166 transactions per day).

An average of 766,000 Renminbi (Chinese currency) per day were transported with a KePlus C6. This results in approximately 2.8 million banknotes per year. That is seven times as many as in Germany, where a KePlus R6 handles approximately 400,000 banknotes per year at a large German bank.



can be put to ideal use. In the course of intensive teamwork, CBPM-KEBA and KEBA in Austria have developed a new cash recycler especially for the Chinese market.

The reasons for this move relate primarily to the retention of competitiveness and therefore the KePlus C6 is the first machine to be fitted with a new cash module. In addition, the project management sought to increasingly employ Chinese suppliers, in order to obtain greater hardware independence.

The project

The project kicked off in March 2011. All market- and product-related demands were then collated in an analysis and design project, which lasted until January 2012. A requirements profile and a list of specifications were just two of the results.

The subsequent realization project, which included the transfer of the development work to China and finally

the creation of the end product, continued until September 2013. This sounds simpler than it actually was, particularly in view of the cultural and linguistic differences.

Intercultural competence

The project teams solved the diversity of challenges and obstacles related to intercultural communications by means of numerous visits to the respective partner country.

Doris Manzenreiter, Head of the project at KEBA, explains: "Many of the Linz crew travelled frequently to China and CBPM-KEBA employees were often in Austria. This contributed to mutual understanding."

In addition, an expatriate from Linz was posted to China and the interfaces precisely defined. The roles of the individual project members from Linz were roughly mirrored in China with the result that everyone had a competent counterpart with shared responsibilities for the respective assignment area.

As Doris Manzenreiter explains, training formed the very heart of the project and furnished the means by which the know-how available in Linz could be purposely transferred to the Chinese joint venture. The development aspects were also accounted for.

The first prototype was produced at KEBA in Linz, while the second was built in China with the support of KEBA personnel from Austria.

Daniel Fattinger, who accompanied the design work and completed the trainings, also spent four weeks in China. He determined that the team in China was extremely flexible and reacted quickly. "In this regard we could learn from our Chinese colleagues."

Michael Hayes, design engineer at KEBA, who also worked intensively on the project, confirms this impression: "The Chinese work according to a trial and error principle. In our western culture we analyze and plan a great deal, while in China testing takes place a great deal more quickly. We also tried

To be continued on page 16.

many Chinese specialities during the various business meals and sought to adapt to the local eating habits, but both require a great deal of getting used to."

Conversely, the two experts agree that the Chinese employees in the joint venture have learned much from their Austrian colleagues with regard to exactitude.

Special features of the self-service systems in China

In China, 80 per cent of the self-service systems are installed through-the-wall and have several special features that also have to be accounted for during the development of new ATMs.

At present, for each ATM in China there are roughly three times as many inhabitants as in Austria or Germany for example.

As a consequence, particularly in the branches in the urban centres, the self-service zones have to accommodate more machines, which therefore have to be narrower.

Today, roughly 50 per cent of all the ATMs sold are recyclers. In general the automats are mounted on rails or runners in order that the floors underneath can be cleaned. The generally smaller average height of the Chinese people also means that overall the ATMs are considerably lower than those in Europe.

Positive customer feedback

Doris Manzenreiter: "We have integrated all these elements into the KePlus C6, the new cash recycler for the Chinese market, and during this cooperative project have created a product that has already received an enthusiastic customer response during the pilot phase."

The China Merchants Bank (CMB) has now provided confirmation of this opinion. It was selected as a pilot customer during the integration and test phase and from the very outset provided extremely positive feedback regarding the new product.



Business etiquette China

In China, a gentle handshake is regarded as polite and as opposed to Europe, is not interpreted as an indication of shyness.

It is also important that when in conversation, one should not look intently into the face of your vis-à-vis too long.

Business cards must be presented with both hands, whereby the text should always be legible for the recipient.

During a business meal, you should not be surprised when your partner places particularly delicate morsels on your plate. You need not to respond to this gesture in kind.

However when drinking, as a gesture of consideration, you are expected to fill the glass or cup of your neighbour before your own. This also applies to tea. Never decline a refill and instead for preference, leave your glass full. However, do not forget to give your neighbour a refill.

Chopsticks may never be placed in a rice bowl and instead should be laid across the top. Chopsticks sticking out of the bowl are reminiscent of the joss sticks placed in front of ancestral temples and therefore represent a slight to the dignity of the ancients.

During everyday life, the Chinese regard nose blowing as disgusting, especially when the handkerchief is put back into a trouser pocket.

Source: "Eine Businessknigge für China", Wilfried Scholz, 2006

Palm trees, sandy beaches and e-vehicles

KEBA wall boxes charge Nissan Leafs on Barbados

Sandy beaches as white and fine as icing sugar, a turquoise-coloured ocean, palm trees for as far as the eye can see, and an average temperature of 26°C. This is the unspoiled, natural paradise of Barbados in the Caribbean. Against this background, the young “Megapower” start-up has set itself the task of offering sustainable energy and mobility on the island in the Lesser Antilles, and promoting the employment of e-vehicles using solar power generated by photovoltaic systems. The eleven Nissan Leaf cars imported to date are charged exclusively using KEBA wall boxes.

Megapower is the solutions supplier on Barbados for everything related to the topic of e-mobility and renewable energy. The company not only offers e-cars such as the Nissan Leaf, but also installs and operates photovoltaic systems that are intended to provide eco-power for charging the vehicles.

Megapower imported its first Nissan Leaf in May 2013 and since then demand has grown to such an extent

that three-digit deliveries are planned for 2014. In addition, Megapower is also installing the required charging stations, or carports, at strategically important points across the island.

The robustness and reliability of the KeContact P20 wall boxes is such that they offer problem-free recharging even in the face of high humidity, tropical storms and hurricanes.



The latest YouTube videos

Are you familiar with our YouTube channel and in particular the play list for KEBA's KeContact e-mobility solutions?



Apart from insights into the company, employee interviews and videos from the industrial automation area, we also present the KeContact P20, our key e-mobility product.

The various features that the P20 offers and how it is commissioned and installed are all explained in a video that represents a genuine aid for all electricians and specialists.

In order to take a look, simply scan the following QR code or follow this link: <http://www.youtube.com/user/KEBAautomation>



Facebook & Co.

KEBA has been active in numerous other social networks since April. You can also become a fan on Facebook, or link up with us via Google+, LinkedIn and Xing!



An indoor parcel solution conquers supermarkets and self-service zones in post offices

Indoor parcel machine

The KePol LS allows the perfect automation of time-consuming, manual activities such as the handling of parcels.

The parcel automats have been optimized for installation in supermarkets with regard to their dimensions and costs, but nevertheless retain the proven features of KePol outdoor systems.

They not only possess outstanding quality and durability, but can also be operated simply and intuitively and have the same modular design as all outdoor KePol parcel automats, which was a feature that was especially important to KEBA's product developers.

Availability of 24/7 solutions

Quality and availability are vital to every self-service solution, as any form of unavailability is reflected immediately by final customer dissatisfaction.

Peter Umundum, the member of the Austrian Post board with responsibility for parcels and logistics: "KEBA is an experienced partner that has long been known for the quality of its products."

Expanded customer service due to a "collection station"

The Austrian Post is looking to impress its clientele with an increased customer orientation and innovations. Among other measures, this aim is to be achieved through so-called "collection stations", which in future should make the receipt of parcels or large, registered mail much simpler. The first such station has already been installed and up to 400 are to follow.

Now, owing to the new "collection stations", of which at least 70 are going into operation in 2014, notified parcels can also be collected around the clock, irrespective of branch opening hours.

The special feature of the Austrian Post automation solution is that KEBA itself is providing the hosting, housings and system administration.

Austrian Post is the second customer, apart from Swiss Post, to opt for this solution.

Installation at Coop branches

The parcel automat network in Denmark already covers virtually the whole country and KEBA has installed nearly all of the 190 systems ordered in recent years. Moreover, as a result of the teamwork between Post Danmark and the leading Coop



"I am delighted that we have thus been able to not only further improve our customer service, but with this investment have also boosted the domestic economy to the tune of some EUR 4 million." **Peter Umundum, Austrian Post.**



With the KePol LS, KEBA is capturing a completely new market as its new parcel automation system has been developed especially for the indoor area and is thus ideal for self-service zones in post offices, post partner shops and shopping centres. The Austrian Post and Post Danmark are already convinced.



"The parcel automats that are already in operation have been very well received by our customers. Their operation is straightforward and they are user-friendly. Therefore, we are convinced that the "Pakkeboksen" in the Coop stores will also be used frequently."

Klaus E. Olsen, Post Danmark.

Both the Coop and Post Danmark are pursuing a similar strategy with the customer as the focus of their efforts.

Michael Løve, the head of the Coop branches: "We wish to provide our clientele with an additional service that is unique to our stores. With the new "Pakkeboksen" shopping with be even easier and more comfortable for our customers."

retail chain, during last year a new business area opened up for KEBA. "Pakkeboksen" operated by Post Danmark are to be installed at the 300 branches of Denmark's largest retailer, thus allowing customers to collect and post their parcels at the supermarket.

Post Danmark will then operate 490 parcel stations in what is Denmark's largest network of its type.

Did you know that...

... at the Post-Expo 2013, KEBA won the coveted "Postal Technology International Award" in the "Supplier of the Year" category?

The award confirms KEBA's commitment in the postal area. Indeed, since its introduction in 2000 as a highly innovative overall concept, the parcel automation solution from Linz has both influenced the postal market and pushed it forward.

postal
technology international
Awards 2013
WINNER
Supplier of the Year



The direct line to **KEBA**

**Do you have any questions
or suggestions? Do you require
additional information?**

We look forward to hearing from you!

Austria / International:

KEBA AG, A-4041 Linz, Gewerbepark Urfahr

Corinna Resch

Phone: +43 732 7090-27441, E-Mail: rc@keba.com

Germany:

KEBA GmbH Automation,

D-73037 Göppingen, Leonhard-Weiss-Straße 40

Claudia Wolter-Brandt

Phone: +49 7161 9741-21, E-Mail: wob@keba.com

KEBA AG Headquarters, Gewerbepark Urfahr, A-4041 Linz,
Phone: +43 732 7090-0, Fax: +43 732 730910, keba@keba.com

KEBA Group worldwide

Austria • China • Czech Republic • Germany • Italy
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