

case**history**



CLIENT

Vodafone Germany

SECTOR

Hospitality

NO. OF EMPLOYEES

11.000

TURNOVER

9.6 billion euro

WEB SITE

www.vodafone.com

SOLUTION:

POS solution

Fast payments in Vodafone Campus with **Zucchetti's POS solution**

Vodafone Germany is one of the largest and most modern telecommunications providers in Europe.

More than 2,500 people are served daily in the restaurant on the Vodafone campus, where different meals are prepared freshly every day: from „global food“, „fresh green“ over „mypasta“, „mypizza“ up to „daily special“. In addition, guests can enjoy dishes based on recipes from star chef Nelson Müller who himself prepares dishes on several days. 120 employees of the caterer ARAMARK, including 20 chefs, care for the physical well-being of the guests.



www.zucchetti.com

CLIENT'S REQUIREMENTS

Vodafone required a fast checkout process, especially during rush hours, that does not take longer than three to four seconds. What managers at Vodafone Campus wanted, was to avoid the creation of queues at checkout, that led to a tailback which was hard to catch up. In summer 2012 Vodafone invited several vendors to submit their bids to fulfill the requirement that payment would be made through NFC. The desired solution was an easy, intuitive and easy-to-use POS system, that allowed mobile payments via NFC.

ACCOMPLISHED PROJECT

Zucchetti and ARAMARK realized the rollout of the new infrastructure in close cooperation. The project included the installation of more than 20 POS systems in restaurants and bars, smart cards, card loaders and NFCs. Since the beginning of 2013, the new POS solution provided by TCPOS allows contactless payments via smartphones with NFC or alternatively via card with the Mifare chip, that provides several functionalities such as access to company's premises and time and attendance. Employees in fact also received new ID cards with Mifare chip which integrates several applications such as access to the building, garage and time recording.

In addition to the different types of payment, there are also different price groups for internal and external guests. At the restaurant employees can recharge the smart card at the recharger and use it for payment at checkout. Vodafone's payment by mobile phone, in fact, is based on "Vodafone Smart Pass", a mobile, contactless payment method which requires an NFC-enabled mobile phone or alternatively an NFC sticker which is placed on a smartphone. To pay, the mobile phone is held on a contactless reader to process the data.

WHY ZUCCHETTI?

Jörg Ertel, Group Leader Catering at Vodafone

„We wanted to introduce payment by mobile phone on our campus. After a careful selection process, we chose the IT solution provider Zucchetti because it was the most innovative one to realize the project. What we see here will be everyday life in Germany in two years. The campus Düsseldorf operates as a guiding light for innovative technology, since in the future we want to deploy the system in other locations, too.“

Stefan Strasiewsky, District Manager at ARAMARK

“The simple operation of the POS system is a great advantage. The operation of the cash register is child's play. Staff was able to work with Zucchetti's POS systems on their own after a short training.“