

## » customer case



## Cash deposit solution was vital in drive for efficiency

*STIB/MIVB, Belgium's largest public transport company, wanted a driver deposit solution that would improve cash processing efficiency to reduce the cash administration workload and release trained bus drivers from back office cash-counting duties. An optimised solution from SCAN COIN based on CDP 4 self-service depositing systems enabled STIB/MIVB to achieve all these objectives.*

“This project with SCAN COIN turned out to be one of the easiest I have ever carried out.”

Erik Baele,  
IT and Project Manager,  
STIB/MIVB

### About STIB/MIVB

STIB/MIVB serves the city of Brussels and its suburbs. Some 2,500 bus, tram and metro drivers work on the 700 km transport network. A customer-focused strategy to encourage more people to use public transport has been successful – the number of journeys on the STIB/MIVB network rose from 159 million in 1999 to almost 255 million in 2005.

### The challenge

Processing the bus and tram drivers' cash deposits at the company's eight depots was very labour-intensive. The large administrative team – which included many trained bus drivers – worked shifts, often during unsocial hours. STIB/MIVB needed to find a driver deposit solution that would boost cash processing efficiency and allow trained drivers to return to the road.

# Administration was streamlined with an optimum driver deposit solution

A successful project with SCAN COIN resulted in an optimum solution for STIB/MIVB that not only provides the most advanced automatic processing technology for driver deposits, but also allowed back room staff to switch back to more productive driving duties.



## » the result

*The SCAN COIN solution released staff to resume driving duties because highly efficient CDP 4 self-service machines allowed a dramatic reduction in the administrative manpower needed for deposit processing.*

STIB/MIVB has reduced its administrative team at the depots from 36 workers to less than four full-time positions. And the staff at the depots can now work normal office hours instead of shifts. This meant 30 bus drivers have returned to full-time driving – welcome reinforcements, as driver recruitment is a problem in the region.

The considerable savings on staff costs at the depots will give STIB/MIVB a positive ROI after the first year. The cost difference between the previous and current solution, which includes full maintenance service from SCAN COIN, amounts to annual savings of more than Euro 85,000 for each depot or 680,000/year in total.

Improved security is another benefit that STIB/MIVB values highly. "The overall security has increased. Robbery as well as theft is not easy these days with the cash locked in all the time," says Erik Baele.

## » the journey

The company's existing solution for processing deposits was a number of back office coin and note counters and an administrative team of 36 people working in shifts over a 21-hour day. Many of this team were former bus drivers. As there is a shortage of experienced bus drivers in Brussels, STIB/MIVB wanted them back in the driving seat.

STIB/MIVB chose a total solution from France Espèces (the SCAN COIN company in France), which won the contract in competition with 10 major European suppliers.

Working with SCAN COIN proved to be a smooth process. "This project with SCAN COIN turned out to be one of the easiest I have ever carried out. Everything just worked as it should," recalls Erik Baele, IT and Project Manager at STIB/MIVB. Installations began in February 2005 and all eight depots had operational systems by January 2006.

### Rapid acceptance

The drivers found the transition to self-service depositing very easy. "They understood how to use CDP 4 after just five minutes. I would say that is a very good indication of user-friendliness," says Erik Baele.

And the drivers soon trusted the solution. "During the first week of usage, the drivers double counted the cash manually before depositing in the CDP 4. This is not done any longer," comments Van Laer, Depot Manager at Enghien.

*"The drivers understood how to use CDP 4 after just five minutes."*

## » the solution

The driver deposit solution selected was the CDP 4, the Cash Deposit Point from SCAN COIN, which has developed this product group specifically for the public transport sector.

Twelve CDP 4 self-service depositing systems for both coin and notes were installed to cover the eight depots, with four of the busier depots served by two machines. The solution also includes twelve TDU 10 ticketing dispensers, similarly distributed at the depots. There are also well-advanced plans to integrate Calypso card readers into the total solution, which will be maintained and supported by SCAN COIN.

### Network capability

STIB/MIVB is among the increasing number of public transport companies that want driver deposit solutions with network capabilities.



The company uses its own software interface with the SAP-software to run the CDP 4 units, which are connected to STIB/MIVB's network that includes a central server and management system.

The CDP 4, which operates in a Windows 2000 Pro environment, met STIB/MIVB's demanding requirements for fast and reliable cash processing, networking and security.



# » quick facts

**Customer:** STIB/MIVB  
**Location(s):** Brussels and surrounding suburbs  
**Key information:** STIB/MIVB is a public transport company providing bus, tram and metro services. Approx 6,000 employees (2,500 drivers).

**The result:** Rapid adoption of the easy-to-use system led to achievement of stated goals: reducing back office working hours and releasing drivers from administration duties to get back on the road.

**Products and software:** The tailored solution for STIB/MIVB comprises:

- 12 x CDP 4 self-service depositing systems for both coin and notes.
- 12 x TDU 10 ticketing dispensers.
- Software for the CDP 4 units – a client application connected to the STIB/MIVB network.

**The challenge:** Introduce a self-service deposit system for eight depots that would allow greater cash handling efficiency and achieve goals for streamlining deposit-related administration.

**The solution:** The company's depots are served by an integrated solution with networking capability comprising of advanced self-service depositing systems and ticketing dispensers.

## your complete partner



Banking



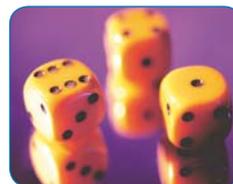
Retail



CIT/Cash centres



Public transport



Gaming/Amusement

• **SCAN COIN is a leading partner for the public transport market, all over the world.**

SCAN COIN has been pioneering self-service systems for the public transport market since the late 1980s. The key to our success is close co-operation with the operators, listening and responding to their needs. Together, we have initiated the leap from stand-alone cash deposit machines

to PC-based CDP (Cash Deposit Point) systems with wide area networking for both cash data and machine status. The versatility and high performance of our solutions draw on the experience from other industries with very specific demands, such as banking, CIT, retail and gaming/amenusement, that daily provide us with key insights for tomorrow's technology.

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

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