

# Im Trend

Bank Journal

No. 1\_July 2008



## Innovative cooking meets innovative technology

Top chef, Johann Lafer, holds his first cookery course in Austria at KEBA!

**KEBA**

Automation by innovation.

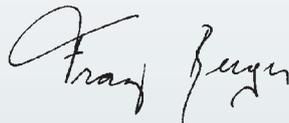
## Dear Reader



What role do coins play in modern payment transactions and where is the trend with regard to the handling of coins in bank branches heading? In the lead article in this edition of „Im Trend“, Peter Drimmel (Novotech) and Gerhard Luftensteiner (KEBA) both express the opinion that the number of coins in circulation is increasing, and that the need for banking terminals capable of dealing with deposits and withdrawals in both banknotes and coins is on the rise. The ideal solution in this situation is the KePlus X6, an ATM that supports all cash transactions and combines convincing performance with a thoroughly compact and ergonomic design. In addition to interesting success stories and information about KEBA events, this „Im Trend“ issue also presents innovations such as the KePlus U6 terminal, the KePlus BordComputer and the KeBin S6 access authorisation system.

May I wish you pleasurable reading.

Yours sincerely,  
Franz Berger  
KEBA Banking and Services Automation Business Unit Manager



# Contents



Leader:

## Coins – trends and importance in the euro zone



### Products:

- 8 The KePlus BordComputer. And how much does your ATM need?
- 10 The KeBin access authorisation system. Welcome to the foyer!
- 12 The KePlus U6. The intelligent terminal for self-service function supplementation.

Please contact us  
for further information

**KEBA**

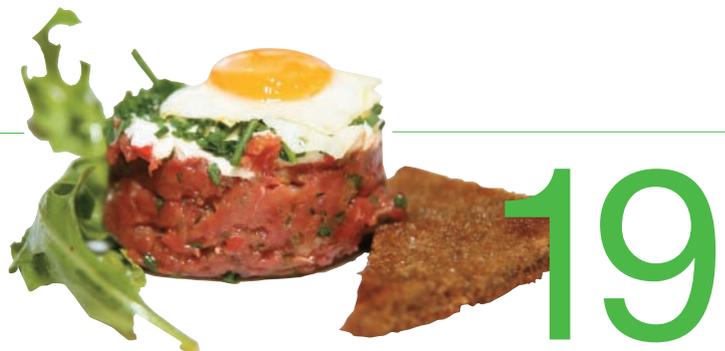
Automation by innovation.

KEBA AG  
Postfach 111  
A-4041 Linz

**Fax: +43 732 730910**  
**E-Mail: keba@keba.com**

### Success Stories:

- 13 Cycle closed
- 14 First KePlus R6 in Vorarlberg
- 15 Commerzbank switches its branches to a new self-service concept in tandem with KEBA
- 16 Modern self-service at the Kärntner Sparkasse



### Lafer cooks at KEBA

### International:

- 18 The KEBA KePlus ATM enjoys success in Dubai and Romania

### Events, news:

- 20 Innovative worlds
- 22 CeBIT 2008 review
- 24 Norwegian Post
- 25 Danish Post
- 26 European Postal Service Conference
- 27 International Direct Marketing Fair in London
- 27 KEBA protects the environment

#### Imprint:

Owned and published by KEBA AG, 4041 Linz, Gewerbeplatz Urfahr, Postfach 111, Tel.: +43 732 7090-0, Fax: +43 732 730910, E-mail: keba@keba.com, www.keba.com. Editor: Helena Balaouras, E-mail: bal@keba.com, Layout: Andreas Mair E-mail: mai@keba.com,



„In my opinion the number of coins in circulation will continue to rise. Perhaps not as sharply as in recent years, but nonetheless I regard an increase of three to five percent per year as a certainty.“

Peter Drimmel, CEO, Novotech Banksysteme GmbH



The recycling of banknotes using self-service ATMs has now become widespread. This financial services concept can now be realised in full by means of the KePlus X6, which also allows the deposit or withdrawal of coins.

KEBA talked to Peter Drimmel, the Novotech Banksysteme GmbH CEO, whose coin components form the heart of the KePlus X6, and Gerhard Luftensteiner, the KEBA AG CEO, concerning coin trends and importance in the euro zone.

# Coins – trends and importance in the euro zone

## What role does the topic of coins play in the euro zone?

DRIMMEL. Credit card companies wish to make us and consumers believe that cash is a bad idea, due mainly to the issue of counterfeiting and the belief of the so-called „cash-free lobby“ that the cash volume is shrinking.

Actually, the facts point definitively in another direction as the volume of cash is not constant, but growing, as evidenced by studies undertaken by the Austrian National Bank and the Münze Österreich AG (Austrian Mint). Depending on the denomination, the

number of coins in circulation is even rising by between five and ten percent per year. An increase that is due primarily to the following factors:

- Firstly, an increase in the number of POS-slot machines between 1990 and 2005, from 12,000 to 85,000, which means more than a sevenfold rise in 15 years! Parking automats and goods vending machines play the main role in this regard.
- Secondly, coin circulation grew following the introduction of the euro, because as compared to the schilling, coin values are higher.





# Interview

„In order to be able to implement financial services concepts, it is necessary to also provide self-service coin transactions. This opens up major sales potential to banks and savings banks.“

Gerhard Luftensteiner, KEBA AG CEO

- Thirdly, there is the phenomenon of coin hoarding, which means that consumers tend to build up stocks of coins. Following the replacement of the schilling as legal tender, people disposed of their reserves, but now coins are being hoarded again. These collections are cleared out every couple of weeks or months and for this reason alone, the handling of coins plays a significant role.

### How has this role changed since the introduction of the euro?

LUFTENSTEINER. Prior to the launch of the euro, the largest coin denomination in Austria had a value of ten schillings. Today, the two-euro coin is worth more than the former 20-schilling banknote. The five-euro banknote is the smallest denomination available and in terms of conversion, is worth over three times the value of the smallest schilling note.

During the euro launch, this evoked the feeling among consumers that payment would only take place using coins. However, in the meantime, there is a general acceptance of the coins, as they play a significant role in the payment of small and very small amounts that should not be underestimated.

### What advantages do coins have as compared to cashless payments?

DRIMMEL. Coins are popular because they offer the following advantages over the electronic wallet:

- Firstly, coins are extremely practical to use, especially during the payment of small amounts. Hardly anyone would pay for a coffee with a credit card. However, the most important small amounts are tips, which cannot be dismissed, as vast sums are utilised for this purpose. Since the introduction of the euro, people are tending to pay larger tips in an area that can never be automated or made electronic.
- The second advantage that coins offer is that they do not cause any transaction costs during the payment process. Conversely, with the electronic wallet costs occur at some point in the process, whether for hard- or software or transaction charges.
- The third advantage and the main reason for the increase in the volume of coins in circulation is that coins represent the only available anonymous means of payment. Above all, this plays a role in the gaming industry. Banknotes are not anonymous, as each possesses its own fingerprint. Only coins allow players the desired anonymity.

### How do you see payment habits with regard to coins and where are coins mainly employed?

LUFTENSTEINER. As Mr. Drimmel has already said, coins play an important role with regard to small amounts. Euro coins have clearly beaten the competition such as „Quick“ in the slot machine area, which is

comprised by coffee, beverage or goods vending machines. Coins are the clear number one in this segment, as is the case in the parking automat segment, where coins are used almost exclusively.

### In what direction is coin handling heading?

DRIMMEL. In my opinion the number of coins will continue to rise. Perhaps not as sharply as in recent years, but nonetheless I regard an increase of three to five percent per year as a certainty. The reasons can be seen in a study from the German Bundesbank, which sought to discover the identity of coin users. In the main, these turned out to consist of the two groups formed by older people and persons in the lower and middle-income groups.

Europe's population is ageing, whereby the forecasts point to a more serious greying of society in Eastern Europe than in the West. The expansion of the EU in an easterly direction means that inhabitants have been acquired, who are not only older, but also have a lower income than their counterparts in the West.

These new additions will also use coins to a greater extent, particularly due to the fact that in Eastern Europe cashless transactions are less prevalent than in the West. Therefore, I am convinced that the significance of the coin is set to increase markedly.





# Coins – trends and importance in the euro zone

## What trends can you observe among the banks?

LUFTENSTEINER. What we see is that our customers are increasingly moving standard transactions from the counter to the self-service area, in order to streamline their processes and save costs. In order to be able to implement financial services concepts, it is necessary to provide self-service coin transactions as these open up major sales potential to banks and savings banks. Employee capacity is freed and can be used for profitable sales activities. In addition, recent years have witnessed a bank branch „renaissance“. Banks have recognised that a higher customer frequency has to be recaptured in the branches, a problem that can only be solved by services such as those offered by KEBA's deposit and recycling systems and automation. These technologies create increased customer frequency and as an ATM manufacturer, KEBA assists its customers in integrating individual solutions for every branch.

## Does coin counterfeiting play a role in Europe and Austria. If yes, which denominations are especially affected?

DRIMMEL. Unfortunately, coin counterfeiting plays a very large role due to a dramatic increase in the number of forged coins in circulation and the estimated number of undetected cases. The reasons for this situation can be quickly explained.

- Firstly, coins are not subject to checks at the POS in retail outlets, for whereas it is standard practice to examine 50- and 100-euro banknotes, coins are never scrutinised.
- Secondly, recognised counterfeit coins are not retained by ATMs, although this is possible using Novotech technology. The famous Article 6 of the European Central Bank actually applies to both banknotes and coins, but is not put into practice. However, there is a recommendation from the European Commission, which is responsible for the euro coins, that it be implemented. Copies of two-euro coins make up around 90 percent of all counterfeiting, but the forgery of one-euro and 50-cent coins is also increasing rapidly. According to estimates, 500,000 of the 2.5 billion coins in circulation in Austria are forgeries, but I believe the actual figure to be far higher. The fake coins are produced mainly in Turkey, Italy, Spain and Bulgaria. In February 2008, a counterfeiting shop was also uncovered in Austria.

## In addition to counterfeiting are there other problems in this regard?

LUFTENSTEINER. Yes, we know today that not only counterfeited coins, but also coins from foreign currencies, that are confusingly similar to the euro,

represent a major problem. As consumers generally accept coins without looking and there is no intensive information concerning the characteristics of coins (which are optically and inductively recognisable), these fakes are easily circulated and remain in the system for long periods.

## Novotech recently passed the CNAC/ETSC test. What does this mean?

DRIMMEL. CNAC stands for the Coin National Analysis Center of Münze Österreich AG, which is responsible for dealing with counterfeiting. In cooperation with the testing centre of the Austrian National Bank, the CNAC carries out standardised tests, which not only scrutinise the recognition of the 16 known classes of forgery, but also measures the reject rate for genuine coins. These two values are of great importance, as in genuine operation it would be impractical to recognise all counterfeit coins, while also ejecting twenty percent of the genuine ones. During the validation of coins, the task is to find a balance between the reject rate and recognised counterfeits. If one wishes to reduce the reject rate, more coins have to be accepted. This automatically raises the number of returned coins, which not only include forgeries, but also genuine coins. Conversely, an increased number of forgeries result in a lower acceptance rate and thus a higher reject total.

The Novotech system achieves this trade-off in ideal fashion, as in combination with 100 percent counterfeit recognition, the measured reject rate stood at zero, which is probably a record. This is especially unusual due to the fact that as a rule, the reject rate stands at around one percent. Moreover, Novotech is thus able to meet Article 6 and all existing systems can be retrofitted for the correct handling of counterfeit coins. The KEBA KePlus X6 with the Novo-



tech system is listed on the homepage of the Austrian National Bank amongst the coin sorting and counting devices that have achieved a positive test result.

### **What does this certificate mean for KEBA and the KePlus X6, which has the Novotech coin module as its heart?**

LUFTENSTEINER. We at KEBA clearly rely on Novotech technology in order to achieve maximum availability and security for users with regard to the KePlus X6, the KEBA ATM for the deposit and withdrawal of banknotes and coins. Novotech's certificate provides us with the certainty that we have made the right choice and can provide customers with all the advantages of the system.

### **Novotech holds the patent for vertical coin conveying. What are the differences between this method and traditional disk conveying, and what are the advantages?**

DRIMMEL. Due to its extensive use, vertical coin conveying, for which Novotech possesses the patent, now represents the industrial standard. In Europe, this technology has given us bank market leadership in the OEM sector. Disk conveying is always subject to the danger of sabotage, as this technology is easily destroyed. The hardware used in vertical conveying is virtually inde-

structible with regard to solid foreign bodies of relevant size. Another major difference is that vertical conveying functions in the opposite direction to gravity, moving the coins upwards in a non-chaotic manner, as every coin is transported in a fixed position. Vertical technology is an electronic IT solution, which functions on the basis of intelligent mechatronics rather than simple mechanics, and stands out due to dual sensor technology.

### **Why did KEBA opt for Novotech technology for its new KePlus ATMs?**

LUFTENSTEINER. The number one priority during the development of KEBA's new ATMs was improved ergonomics, which have been combined with new design and unbeatable performance. The blend of banknote deposits and withdrawals, banknote recycling and coin deposits and withdrawals all in one ATM, namely the KePlus X6, assists all cash transactions in a minimum of space.

For us, the major advantage of the Novotech system derived from the fact that this new slimline coin counter can be integrated directly into the machine. The result of the X6 development is the optimisation of actual performance in tandem with an extremely small footprint. The body of the KePlus X6 has a width of just 890 mm, which means that the coin counter from Novotech allows us to merge space-saving design with simultaneous top performance, counting speeds ranging between 250 and 500 coins per minute. In addition, easy servicing of both components and the complete machine increase availability levels, which has a positive effect on customer acceptance.

### **When did the cooperation between Novotech and KEBA begin?**

DRIMMEL. Initial contacts took place in 2003, but despite the geographic

proximity of the two companies (roughly 7 km apart) it was quite some time until we found one another in a technological sense. The reason was our respective corporate cultures of innovative sustainability, which are not characterised by short-term, big & run business, but by long-term considerations. Innovations have to take time-to-market aspects into consideration, but cannot fall flat due to excessive speed.

### **What in your opinion characterises your cooperation?**

LUFTENSTEINER. To my mind, two innovation leaders have come together that continue to supplement one another in optimum fashion. Our teamwork is both based on human values and uncomplicated, while at the same time being highly professional. Every advance or innovation at Novotech is communicated directly to KEBA and conversely, Novotech is always open to ideas from KEBA.

### **What future plans and technologies do you intend to push ahead with?**

DRIMMEL. The key phrase in this connection is the reduction of CO<sub>2</sub> emissions. Alone the transport of coins produces an unimaginably vast amount of CO<sub>2</sub>. They are collected from the branches, transported to the cash centres, counted and then re-distributed. Accordingly, „green coin handling“ and „green coin logistics“ are set to become topics of growing importance. It simply cannot be that millions of tons of CO<sub>2</sub> are produced merely for coin payment. The solution to this problem is „mass coin recycling“ directly at the self-service ATM. What is already a matter of course for banknotes will also apply for coins. Novotech wishes to move in precisely this direction as only with a solution that combines counting, conveying, packing and reissue in a single cycle does the handling of cash, consisting of banknotes and coins, make sense.



The KePlus BordComputer - the analytical software for valuable information concerning the cost-efficiency of your KEBA ATMs

# And how much does your ATM need?

From an expense viewpoint, both acquisition expenditure and running costs are major factors in the total cost of ownership (TCO) of an ATM. For this reason alone, it is important that one is constantly up to speed with regard to current machine performance.



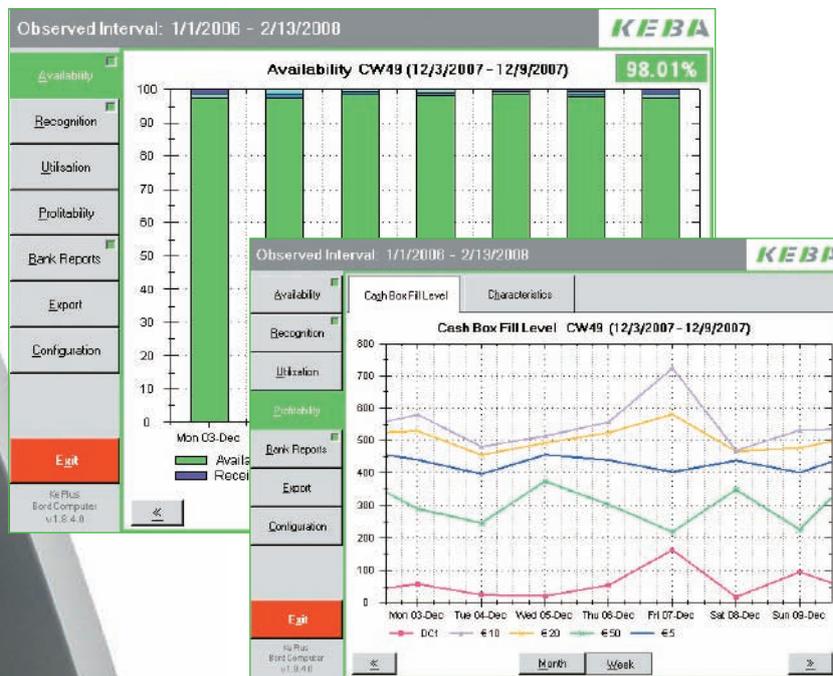
# KePlus BordComputer

KEBA has developed special software in the shape of the KePlus BordComputer for the collection, monitoring and display of a variety of operational data from your KEBA ATMs. Using the KePlus BordComputer, ATM performance can now be very simply documented and put into visual form at any time in the shape of meaningful management reports, which can also be prepared automatically.

For example, the precise daily evaluation of the individual system components on a weekly and monthly basis furnishes important information concerning ATM availability. Moreover, the sequence of the individual cassette con-

tent levels furnishes a platform for the optimisation of the supply of cash to your KEBA ATM. The clear presentation of the transaction statistics according to banknotes and volume, including a comparison of own and external customers, also provides detailed information concerning the use of capacity for the entire system. First and foremost, the graphic presentation of these important key indicators offers the user an enormous reduction in the burdens relating to the obtainment and interpretation of the supplied results.

All in all, the KePlus BordComputer offers a diversity of functions as shown in the adjacent table.



The KePlus BordComputer provides organisational and branch managers, as well as bank employees and equipment service companies, a solid basis for the business efficiency optimisation of the KEBA ATMs.

For more information concerning this useful, innovative and user-friendly KEBA software solution, please contact your customer advisor.

## The functionalities

### Availability

- Precise daily evaluations (prepared in weekly or monthly form as required) on a component basis (recycler, printer, card reader,...)

### Recognition rates

- Analysis of the banknotes deposited and withdrawn according to various categories

### Use of capacity

- Number of transactions (deposits, withdrawals, cancellations)
- Number of banknotes handled including their volume
- Own/external customer analysis
- Average transaction duration

### Cost efficiency

- Cassette content level sequence
- Number of cassette changes
- Recycling rate (number of notes deposited and withdrawn)
- Average tied up capital

### ECB report

- Automatic and manual preparation of a notification of your currency data for offline installations

### Export

- Automatic and manual export in .csv files
- Charts of the exported data on all Windows-based systems due to the supplied Makro Tool

### Configuration

- Clear data classification in a single system
- Software release by means of licence key access

### Scope of delivery

- Licence key
- User manual

### System requirement

- Windows XP

# Welcome to the foyer!



**The KeBin S6, KEBA's new access authorisation system for the self-service zone, offers both an invitation to every customer and reliable protection against unauthorised entry. Fitted with Windows, CE, Ethernet and web interface, the KeBin S6 now provides even more comfort than its predecessor, the KeBin Pasa-dor. Moreover, it can be integrated into a network and facilitates simple and comfortable complete equipment and user management from a PC.**

KEBA has been developing and producing self-service zone access authorisation systems since 1985, initially under the designation PIN-AME, and since 1995 under the brand name, KeBin. In the spring of 2008, the latest KeBin generation was unveiled at the CeBit in Hanover, in the shape of the KeBin S6. This access authorisation system offers optimised optics, design and functionality that can be configured by banking institutes to precisely meet their individual needs. The reliability of the system is guaranteed by state-of-the-art components, which have already been

proven a thousand times over in industrial operation.

The hardware of the KeBin S6 consists largely of a door module and a central unit. The former has integrated card reader, display and interface electronics, while the latter provides the „intelligence“ of the system along with all interfaces. The central unit is installed in the secure area of the bank and furnishes a link between the door module and the connected peripherals. The protected central unit also completes the examination of access authorisation and the control of the foyer door.

# Access authorisation system



## The advantages at a glance

- A reliable access authorisation system
- Elegant, timeless design
- Networking capacity
- Management via web interface and ethernet
- User guidance via a graphic display
- Remote configuration
- Suitability for international use (language switching, language-independent user guidance)
- Central unit and all interfaces in the secured area

## Individual adjustments at any time

The KeBin S6 offers an extensive range of setting possibilities and can be matched precisely to local needs. Opening hours, changes to the holiday calendar, the switch from summer to winter time, alterations to access authorisations, time definitions for several user groups, the allotting of approved magnetic strip cards to user groups and many other parameters can all be configured individually. The KeBin S6 can be used as a time server for other devices, or receive the time from an external time server. Matching of the clocks in the bank is no longer necessary.

Moreover, user guidance can also be individually designed, the displays on the door module and the management application being available in various linguistic settings and offering simple supplementation. As a result of the employment of pictograms, animation and additional acoustic signals (buzzer), it is possible to design the user guidance on the door module for language-independent operation. Changes to the display are possible at any time via the software (e.g. the pictogram for card insertion) and the display can be utilised for marketing purposes.

## Security for customers and banks

The door module is equipped with a backlit graphic display. It informs customers of the status in the foyer and assists them during operation. A mechanical shutter protects the magnetic card reader and ensures that only cards conforming with the ISO standard are inserted. KeBin S6 processes Maestro and all standard credit cards, and is already prepared for chip card technology.

An integrated sensor monitors the door module. This recognises every type of manipulation and immediately shuts down the KeBin S6. In addition, an alarm can be sounded. Even when a module is exchanged, it must first be registered before the function is released. KeBin S6 thus automatically ensures safe and reliable operation and should a fault occur, every foyer door in the system may be locked or opened via the central safety unit software. A separate emergency programme is no longer needed for this purpose. Furthermore, the access data can be provided in the form of video surveillance via a serial RS232 interface.

## Simple changeover

During the development of the KeBin S6 special attention was paid to making the switch from the existing to the new access authorisation system as simple and low-cost as possible. As in the case of the predecessor model, the KeBin Pasador, the door module can be installed immediately wherever devices with the same flush mounting (standard installation technology) are employed. Basically the KeBin S6 is suitable for integration into both brick facades and thin-walled glass portals. Should installation in the facade be impossible, a slim, attractively shaped, special steel support column is available. All the KeBin S6 hard- and software components are designed to allow quick and inexpensive installation and can be serviced by bank personnel without the need for a maintenance engineer.

# KePlus U6. The intelligent add-on terminal for rounding off self-service functions

**KePlus U6 represents a cleverly thought-out, add-on principle, by means of which banks and savings banks can individually adjust their self-service range to the special needs of the customers. For the realisation of the complete scope of self-service functions, the U6 terminal is connected to the KePlus R6, the KEBA ATM with cash cycle technology for the deposit and withdrawal of banknotes. In this combination, all the technical self-service functions that are currently realisable can be united in one compact and cost-efficient system.**

Using the KePlus R6, customers can deposit, withdraw and recycle banknotes, pay bills and use information applications. As an addition, the KePlus U6 offers the handling of savings books, thus permitting deposits and withdrawals, whereby the payment of uneven amounts is also possible. Moreover, the KePlus U6 facilitates savings book transfers to and from accounts and updates. Moreover, the unique combination of the KePlus R6 and U6 allows the payment of invoices with uneven amounts, as the KePlus U6 provides change in the form of coins. KEBA's OEM product Tosca III (TOtal SCAnning) is also integrated into the KePlus U6 and, as the successor to the tried and tested Tosca II, guarantees efficient bank slip processing.

The optimised U6 savings book printer is fitted with a leafing function and automatically finds the correct page. This guarantees high levels of availability and customer acceptance. The di-

verse functions of the KePlus U6 thus furnish the ideal supplement to all self-service ranges.

### The latest technologies

Mature, and in comparison with the predecessor model, improved technical components, such as the savings book printer, ensure the greatest possible stability and therewith, maximum availability for the customers. The module for coin return disposes over up to six hoppers, which can contain 640-2,023 coins, five to ten coins per second rattling into the payout tray. The user is therefore not delayed due to long waiting times.

### Customer acceptance as the number one priority

In addition, like the other members of the KePlus family, the KePlus U6 stands out due to easy servicing and rapid commissioning. Operation is intuitive and is both simple and user-friendly, which not least is due to pictograms and illuminated wells. This clear user guidance, exceptionally high transaction speeds and bar-

rier-free access offer the comfortable and quick completion of bank business on a 24-7 basis.

In addition, the KePlus U6 is fitted with numerous safety features. These are designed primarily to counteract soft vandalism and for example, prevent the penetration of the machines openings by liquids. This provides a considerable increase in customer acceptance.

### KePlus U6 already in live operation!

Due to its ergonomics, exceptional performance and high levels of availability, the KePlus U6 offers important advantages, particularly in Austria, where the traditional savings book has a long history and according to experts will continue to play a significant role in years to come. These advantages have also convinced the Weinviertler Sparkasse, which put the first KePlus U6 into full operation during this May. With the integrated Tosca III, the machine allows the coverage of the most important self-service functions in a space-saving manner. The Sparkasse Korneuburg and the Erste Bank also number amongst the initial customers for the U6 and can thus offer their customers an important function in the form of the savings book module.



The KePlus R6 with the new add-on U6 covers the most important self-service functions at the Weinviertler Sparkasse in Hollabrunn, Austria.

KePlus R6 provides a package of advantages for the highest cost-efficiency, maximum availability and incomparable customer and employee acceptance. This is an investment that pays.

# Cycle<sub>closed</sub>



**Sparkasse Niederösterreich Mitte West AG**

From l.to r.: cash recycling project manager, Burkhard Haider, retail customer advisor, Veronika Burmetler, Sparkasse Board member, Otto Korten, branch manager, Guido Kraft.

In 2007, the total assets of Sparkasse Niederösterreich Mitte West AG amounted to EUR 2.07 billion and the profit for the year to EUR 7 million. The bank's branch network extends throughout the whole of Lower Austria. Of its 47 branches, 19 are located in St. Pölten and the bank has a representative office in Vienna. The Sparkasse Niederösterreich Mitte West AG workforce numbers 499 and last year the bank was selected as one of 41 family-friendly employers in Austria.

**In recent months, Sparkasse Niederösterreich Mitte West AG has switched 25 KEBA ATMs to closed cycle operation, which has greatly increased their efficiency. On average, the filling cycle alone changed from twice weekly to twice monthly and longer.**

Sparkasse Niederösterreich Mitte West AG installed its first KEBA self-service terminals in 2000. Today, in addition to 25 ATMs for transfers, a further 28 machines for deposits and withdrawals are located in the branches. Until last year, the cash terminals had a separate cash cycle configuration. However, following the release of the recycling function by IT Solutions in April 2007, they have been gradually converted to a closed money cycle. This switch cost virtually nothing, as the only alteration required for the re-equipping was a software update. In some cases the cassette function was modified to the recycling function, but further hardware changes were unnecessary.

### Cash cycle ATMs replace cash dispensers

The 25th ATM with cash cycle technology at the Sparkasse Niederösterreich Mitte West AG was put into operation

at Kirchberg/Pielach in April. Kirchberg is one of the smaller Sparkasse branches and provides an excellent example of the cost-efficiency of KEBA ATMs with banknote recycling.

Due to the switch to the closed cash cycle, not only was machine availability raised, but the cash dispensers could be removed as the deposit/withdrawal ATMs from KEBA offer complete self-service cash transactions.

### The advantages of cash cycle technology

- Maximum security during banknote issues due to double authenticity verification.
- Increased machine availability, as banknote deposits continually refill the cash cassettes.
- Improved quality of the banknotes in circulation, as only suitable notes enter the cash cycle.

# First KePlus R6 in Vorarlberg

**Dornbirner Sparkasse Bank AG has become the first banking institute in Vorarlberg to opt for the new KePlus R6 ATM generation with cash cycle technology. Since the beginning of the year an R6 for the deposit and withdrawal of banknotes has replaced an automatic cash dispenser at the customer centre in Dornbirn. Moreover, the evaluation of customer acceptance after the first few weeks proved to be a surprise, as the new KePlus R6 had not only attained the planned deposit volume, but above all, had made more payouts than the previous cash dispenser!**

barrier-free access and new security features make the operation more comfortable and safer than with the R6's predecessors.

## Rapid transactions

High transaction speeds and reliability constitute decisive factors with regard to customer acceptance of self-service systems. The performance of the KePlus R6 has been further improved through the optimisation of the overall concept. Flexible cassette configuration means that any cash cassette can be used for recycling and up to 200 banknotes can be deposited in a bundle and processed in minimum time. The core security technology element is the double verification of banknote authenticity in the closed cash cycle. The KePlus R6 checks the genuineness of the notes during paying, prior to sorting and storage in the cash cassettes. In addition, all the banknotes are subjected to a second examination prior to payout. Only banknotes suitable for circulation are prepared for withdrawal, unsuitable notes being automatically separated out. The extremely reliable technological components, which have long been in successful operation, guarantee maximum machine availability. In addition, new security features such as an anti-skimming unit, a protective filter dis-



From l. to r.: Günter Masal, head of the Organisation and Computing Group, Board member Harald Giesinger

Dornbirner Sparkasse operates 16 branches, of which 14 are located in Vorarlberg, one in the Kleinwalsertal and one in Vienna. The bank employs a workforce of around 400 and in 2007 had total assets of around EUR 2 billion and an operating result of EUR 24.5 million. Austria's first KePlus R6 ATM was installed at the main branch in Dornbirn in November 2007 and the initial reactions from Günter Masal, the head of the Organisation and Computing Group at Dornbirner Sparkasse, are highly positive, „We are most satisfied with our new cash recycler.“ Moreover, as Board member, Harald Giesinger adds, „After just a few weeks following installation, the ATM achieved the desired improvement in customer service.“

## Comfortable operation

Above all, the Dornbirner Sparkasse's commercial customers have quickly taken to the new offer. For them it is an advantage that using the KePlus R6, virtually the entire cash handling process can be completed on a self-service basis. As a result, waiting times at the counter can be avoided, invoices can be paid in cash, and deposits made on Sundays, public holidays and during the extended foyer opening times. Among other factors, the Dornbirner Sparkasse traces the initially mentioned increase in payouts during the first weeks to the modern and ergonomic design of the KePlus R6. Clear and simple user guidance via illuminated bars and pictograms,



play, or a portrait and hand to money camera increase operating safety for the customers.

### High availability levels

Through the closed cash cycle and the double authenticity check, the KePlus R6 provides a high degree of security and cost-efficiency. This is because the KePlus R6 is repeatedly refilled by means of banknote deposits. The banknote cassettes offer the largest possible capacity and can be filled individually, which both increases availability and allows cost-optimised operation. With the KePlus R6, the intervals for security company servicing are prolonged, thus providing a reduction in money transport, capital commitment, support and servicing costs. Facts confirmed by the Dornbirner Sparkasse. Günter Masal, „We were the pioneers in Vorarlberg and were not entirely certain as to whether cash recycling in the self-service area would actually function fault-free. However, up to now the ATM has proved convincing in every respect. We achieve optimum system availability and have been able to reduce our handling and operating costs in the cash business area. We are confident that we will succeed in introducing a growing number of retail customers to the cash recycler and thus further raise frequency levels.“

### The KePlus R6 at a glance

- Banknote deposits, withdrawals and recycling
- Payment of invoices
- Info applications
- Pay-ins and -outs of up to 200 unsorted banknotes in bundles
- Banknote checks during deposits and withdrawals pursuant to Article 6 with fitness test
- 1 - 5 all-in cassettes (approx. 2,200 notes) or 1-4 recycling cassettes (approx. 2,500 notes)



From l. to r.: Harald Kirchtag, head of KePlus Bank Automation; Peter Drimmel, CEO, Novotech Banksysteme GmbH; Heike Fischer, Central Retail and Business Customer Group Project Management Business Area, Commerzbank AG ; Franz Höller, CTO, KEBA; Gerhard Luftensteiner, KEBA CEO; Michael Spatz, Sales Manager, Bank and Services Automation, KEBA Germany.

# Commerzbank and KEBA switch branches to a new self-service concept

**Since 2003, Commerzbank has been extending its proven self-service concept to all its branches. By the end of 2010, the classic banking terminals at each of the bank's 820 branches in Germany are to be replaced by ATMs with combined deposit and withdrawal capacity. Up to now, machines have been installed at around 250 locations.**

Using ATMs cash transactions, including coin deposits, can be completed on a 24-7 basis. Markus Keck, the Commerzbank self-service manager, „Conversely, bank personnel have more time for consulting during banking hours and can respond better to the wishes of each individual customer. The new cash centres have met with an extremely positive response from both retail and business customers.“

KEBA has again been chosen as the ATM supplier. Heike Fischer, responsible for the Commerzbank tender, „KEBA convinced with its very simply operated, but nonetheless innovative ATMs, as well as with regard to the high-quality security technology. We also wish to convince less technically

experienced customers of the advantages of the new cash terminal.“ In addition, machine availability levels, which are of special importance to the new branch concept, stand at over 98 per cent and thus lead the field in the German banking market. In 2007, all account statement printers were replaced by modern banking terminals and fitted with additional functions such as transfers and standing orders.

Terminal functionality is the object of constant further development and from the end of 2008, it will be possible to transfer savings deposits. With its deposit and withdrawal ATMs, the Commerzbank will have a modern and efficient branch network, in which intensive and qualified customer consulting will form the focal point.

# Modern self-service at Kärntner Sparkasse

The new Kärntner Sparkasse AG branches are characterised by the latest technology, light spacious rooms, a pleasant atmosphere and sufficient parking spaces in front of the door. Villach, Klagenfurt, St. Veit/Glan-Wayerfeld and Wolfsberg have all received new branches since 2006 and on the basis of an innovative concept have been equipped with a modern self-service range from KEBA.

As Board member, Alois Hohegger, stated during the opening of the Wayerfeld branch in St. Veit/Glan at the end of last year, „The new bank branches constitute a major enhancement with regard to our customer service range and the working conditions of our personnel.“ As in this case, Kärntner Spar-

kasse is systematically switching to the automation of standard transactions at all its branches and the extensive transfer of cash handling to the self-service zone. This allows cost savings on cash transactions and the freeing of capacity for consulting activities, which are of higher value.

## A standardised branch concept

The Kärntner Sparkasse AG branch concept envisages a modern and spacious self-service zone in all of its new branches. Consulting takes place in discreet meeting rooms and upon customer request, is available up to 7.00 p.m. on a daily basis (upon agreement). The greatest possible security is created in the cash point area through the use of the latest systems, while in the foyer, clever system placing, which was jointly conceived with KEBA, ensures the desired acceptance and discretion. The foyer is open from Monday-Sunday, from 5.00 a.m. until midnight.

In the self-service zone, Kärntner Sparkasse offers its customers cash deposits, withdrawals, account services and transfers. Until last year, the KEBA banking terminals were mono-functional and only provided depositing, but in the meantime the majority have been switched to closed circuit operation, which means banknote recycling.

## A successful hub in the Alps-Adria region

Since its foundation more than 150 years ago, Kärntner Sparkasse AG has developed into one of the most important banking institutes in Carinthia. It operates more than 60 branches in Carinthia, Slovenia and northern Italy with a workforce of 862. New branches have recently been opened in Klagenfurt/Fischl („Zweite Sparkasse“)



The self-service zone of the Kärntner Sparkasse in St. Veit/Glan-Wayerfeld with a KEBA ATM.



# Success Story



Sparkasse employees and leading political figures at the opening of the new branch in Villach. From the l. Helga Pirker, Claudia Wassertheurer, manager Christian Wrulich, Daniela Oberrieser, town councillor Harald Sobe, Sparkasse Board member Gernot Schmerlaib, town councillor Walter Lang, Michael Oehlwein, association manager Alexander Brunner and Susan Disho.



An identical building concept for the Sparkasse branches in Wolfsberg-St. Stefan and St. Veit/Glan-Wayerfeld

und Villach/Kärntner Strasse, while a new building has been put into operation in St. Veit/Glan-Wayerfeld. 2006 already saw the amalgamation of two smaller branches in Wolfsburg at a new location. All Kärntner Sparkasse AG branches are equipped with the Rondo 4 scanning electronic transfer terminal, while the larger branches are additionally fitted with a Rondo 4cashcycle+ terminal for deposits and withdrawals.

## The „Zweite Sparkasse“ in Carinthia

On February 12, the foundation date of the Kärntner Sparkasse, the Carinthian branch of the „Zweite Sparkasse“ was opened in Klagenfurt/Fischl. The „Zweite Sparkasse“ offers a credit account free of charge and additional services that include extremely favourably priced insurance, to persons in financial difficulties caused by factors such as unemployment, divorce, private bankruptcy or illness. The idea is to provide an opportunity for a return to participation in „normal“ social and financial life.

Kärntner Sparkasse employees administer the „Zweite Sparkasse“ in a honorary capacity during their leisure time. The running costs are provided by a Kärntner Sparkasse private trust. According to branch manager, Franz Eder, „In particular, Caritas and debtor advice organisations confirm that this service is worthwhile, as we help people to help themselves.“



## KePlus-ATMs

# KEBA now successful in Dubai!

At this year's CeBIT, Amin Ghorashi, the Innovative Technology Systems (ITS) General Manager, signed a contract with KEBA for the supply of 82 KePlus X6 ATMs. On special feature of this contract was the fact that the ATMs, which were delivered to our partner by the end of May, had to be capable of handling deposits in various currencies.

The Dubai-based ITS Group, which was founded in 1993, is an international player, active in various business areas via its four companies, Innovative Technology Systems/ITS, CyberNet MEA, SKYLINKS and Complete Freight Solutions/CFS.



# KEBA success in Romania



Consulting and persuasion over several months have now borne fruit. The large Romanian bank, Banca Comerciala Romana (BCR), which is part of the ERSTE Group, has ordered ten KEBA ATMs for testing under practical operating conditions. The systems will be employed for deposits, withdrawals and the payment of invoices and it is anticipated that their introduction will markedly reduce counter queues.

In particular, KEBA was able to score through transaction speed, deposit volumes, flexibility and a solution-orientation. This success in an important initial step with regard to other Romanian banks and possesses reference quality, although at present, the main objective is the successful realisation of the current project.



Top chef, Johann Lafer, holds his first Austrian cookery course at KEBA!



# Innovative cooking meets innovative technology!

**On Tuesday June 17, innovation was at the top of the menu of a unique KEBA customer event. Under the motto, „Cooking brings people to the table“, just for once culinary creations and not technical innovations were cooked up at KEBA HQ in Linz by selected guests and top Austrian chef, Johann Lafer.**

Irrespective of the change of generation, the continuing technological transformation and the high-speed nature of our times, cooking still brings people to the table. Kitchens can unite families, friends and acquaintances. They are the scene of conversation, laughter, joint preparation and enjoyment, or to put it in a nutshell, kitchens are the venue for social experiences.



As Gerhard Luftensteiner, the KEBA CEO explains, „Johann Lafer is renowned for his innovative recipes and unmistakable creations. And as KEBA stands for innovative solutions in the field of bank, services and industrial automation, it seemed only logical to get together.“ During joint cooking, both the guests and the hosts profited from the tips and tricks offered by Johann Lafer in the course of his first Austrian cookery course. KEBA CEO Luftensteiner was also fascinated by the suggestions and sleight of hand served up by the successful TV chef, „When I have the chance, I will try out the recipes at home. Without a doubt the evening proved to be a cordon bleu experience!“



# Innovative Worlds in Oberhausen and Bremen

The first KEBA event for organisational managers took place in Oberhausen on February 20, 2008. Against the impressive backdrop of the Altenberg zinc factory in Oberhausen, which until a few years ago was the scene of traditional toil and sweat, under the motto „Industrial Worlds“ KEBA invited numerous organisational and IT managers from the German savings banks in order to provide them with an insight into KEBA quality and innovative capacity.

The second event held in Bremen on April 15, 2008 was also a complete success. The modern architecture of the Atlantic Hotel Universum, with its free view of the futuristic Science Center provided a splendid venue for the innovative presentation topics.

Both events commenced with a presentation by Franz Berger, the head of KEBA's Banking and Services Automation Business Unit, who gave an impressive overview of KEBA's innovative expertise complete with some of the company's first class solutions.

Gerd Liegerer, the KePlus Bank Automation product marketing manager, then talked about the subject of security, which is currently a major concern at many banks and savings banks. A review of the status quo and information related to the topic of skimming led to an interesting discussion among all the attendees. Gerd Liegerer demonstrated the available possibilities for achieving maximum security for banking customers when using ATMs and self-service terminals. KEBA thus presented current trends and provided a preview of the operating elements relating to safety that can be found in a next generation of ATMs. After a lively discussion and a short break, Bernhard Keller from TNS Infratest, a political scientist and historian who heads financial research at TNS Infratest in Bielefeld, which focuses on savings bank market research, bridged the gap between market research and bank IT. In his address, he sought to encourage the savings banks to become more involved with sales and thus directly address the needs of their customers.

Finally, Waldemar Nowak from Sparkasse Bielefeld answered the question as to the contribution made by organisation and IT within the savings banks and how these must organise themselves in order to survive in the markets of tomorrow.

### Exciting excursions

Following the informative conference rounds, both the guests and the hosts participated in a journey of discovery at the respective event venues. In Oberhausen the attendees immersed themselves in the steely age of the old zinc factory and undertook an impressive journey back in time to the heavy industrial history of the region. While at the Universum Bremen an expedition into the past and the future enabled a coming to grips with incredible occurrences in the truest sense.

Moreover, as if these insights were not sufficient, during a relaxing get-together, all those present subsequently had an opportunity to revue everything they had seen and heard and to exchange experiences and opinions.



Why not be inspired?  
Innovative Worlds for organisational  
managers are to be held in autumn:

**September 17, 2008:** Berlin der Charité Medical History Museum

**October 7, 2008:** MAN Historical Archive Museum, Augsburg

Please contact, Claudia Wolter-Brandt, Tel. +49 7161 974121, wob@keba.com



# The CeBIT 2008 took place under the sign of **security**

Now with  
**ABS**  
Automatic  
Banknote  
Security



**As a highly innovative company, logically enough KEBA was again present at the CeBIT. After the success of the presentation of the company's new generation KePlus systems at the 2007 CeBIT, this year the topic of security took the limelight, KEBA ATMs with cash cycle technology not only being the most cost-effective solution currently on the market, but also the safest.**

Security is a major priority in today's banking landscape, for fraud is seen as a highly sensitive topic. The securing of valuables and the protection of users is in the spotlight at both banks and savings banks, not least due to the fact that in the case of banking machine manipulation, the owning bank is liable for the resulting losses. According to a recent study by First Data, banks are mainly concerned about their profitability, reputation, competitiveness and the trust of consumers. In order to meet these requirements, as an equipment manufacturer, KEBA helps its customers to fulfil every security demand. At first glance, it may appear surprising that security also has an effect on cost-efficiency, but the adjacent diagram makes this clear.

### The security – cost efficiency chain

As far as banking terminals are concerned, security makes a major contribution to both confidence and acceptance levels. It leads to a positive image of the bank among customers and a readiness to use its services. Consequently, the self-service systems demonstrate a high use of capacity, which has a positive effect on cost-efficiency due to increased transaction earnings. In addition, sufficient safety precautions mean that money is available from cash dispensers and other devices, which first and foremost can prevent theft.

### The KEBA security standard

The anchorage of this fact in the consciousness of the customers was KEBA prime concern at this year's CeBIT. Under the maxim, „Cost-efficiency now with ABS as a standard feature“, numerous security features were presented as „Automatic Banknote Security“.

Among other items, the KePlus safety standard includes the following:

- EPP visual protection, which makes the mounting of fake keyboards and spying with regard to pin codes, extremely difficult.
- An anti-skimming, card reader throat, which protects the user due to the fact that a card can only be accepted using the magnetic strip.
- A 3-zone discretion concept, which offers the user maximum, tangible security.
- Maximum security due to recycling (banknote checks during deposits and withdrawals).
- KEBA-patented feature as protection against the Lebanese Loop, which can capture the card in the reader.

### New technologies on display!

As an innovation leader, at the CeBIT, KEBA presented new technologies and trends. These include the CPK+ module, which prevents the unauthorised reading of banking cards by means of a protective electromagnetic shield. In addition, the finger vein scan, which is already well-established at Japanese banks, demonstrated how safe cash withdrawals and deposits are possible. 3SI also supported KEBA as a partner and showed visitors the money dyeing system in a daily live presentation, during which illicit opening caused the entire contents of the cash cassettes to be coloured and thus rendered unusable.

**All in all, the KEBA security solutions for the most cost-efficient ATMs create a trade-off between security and economy!**



The CeBIT is the world's largest trade fair for the presentation of digital solutions from the field of IT and communications technology and is directed towards the areas of industry, trade and commerce, banking, services, public administration, science and technology users. The CeBIT offers an international forum for the exchange of views concerning current branch trends, networking and product presentations. Since 1986, Deutsche Messe AG has organised the CeBIT every year in spring.



# iF-award

iF International Forum Design GmbH is regarded as an independent institution, which in addition to its role as an intermediary between design and business, primarily undertakes the completion of the well-known and highly respected iF design awards. These are presented in differing categories and are seen as one of the world's most important design prizes and as a guarantee for current design trends. First and foremost, the iF product design award, which in the meantime has a 50-year history, is targeted on raising public awareness levels and to make clear to users, the variety inherent to product world diversity.

Over 2,700 products were submitted for this year's awards and subjected to two days of assessment and evaluation by an international jury of experts. The KePlus R6 and X6 mastered the first round of the selection process with ease. They were then able to subsequently convince with their innovativeness and design quality with the result that both systems are now the proud holders of 2008 iF product design awards, which also take aspects such as design quality, craftsmanship, material selection, environmental compatibility, functionality, ergonomics, operational visualisation, security and brand value into account.

# Posten Norge revolutionises Internet shopping in Norway and Sweden

**Following a successful test phase with two KePol logistics solutions, Posten Norge is to expand its services through the installation of 40 KePols, which are to be marketed under the name „MyQuickBox“. This will considerably simplify the collection of parcels in Norway and Sweden, as in both countries this was previously only possible from post offices.**

**MyQuickBox allows Internet shopping as it should be.**

Online shopping is highly popular in Scandinavia and the innovative „same day delivery solution“ is fully in line with this trend, allowing the immediate collection of the goods. In order to implement this customer-friendly service, Posten Norge is co-operating with a number of Internet shops. These offer dispatch to a selected KePol and at the same time, reservation of the suitable compartment.



# Post Danmark opts for KePol



On April 2, ten KePol logistics solutions became operational in the Østerbro, Nørrebro, Northwest and Valby districts of Copenhagen. The actuation of the systems marked the successful launch of a joint project between the Danish Post Office, agimatec and KEBA. Following the Austrian Post Office, Post Danmark is the second company to use KEBA as a general contractor.



## High KePol potential in Denmark

In the past year, around 42 million parcels were delivered in Denmark and the trend is upwards. In some parts of the country some 50 percent of all packages are left for collection from post offices. The KePol logistics solution provides assistance in this area and furnishes a customer-friendly service that allows the collection and return of parcels on a 24-7-365 basis. Post Danmark's deputy

CEO, Ravn Jensen, who heads the Retail Customer Business Area, expects a high level of acceptance, „I am convinced that the Danes will use these automatic systems, as they will make daily life easier. The postal employees place the parcels in the „Døgnposten“ automats and then an SMS or e-mail is sent to the recipient to inform them that a package awaits collection. „The parcel can then be collected at any time of the day or night.“

„KEBA's KePol logistics solution is already familiar in the postal world due to successful projects in Germany, Austria, Norway, Sweden and Denmark.“



## KEBA at the European Postal Service Conference in Berlin

**The interest and needs of postal companies with regard to efficient and innovative solutions for the first and last mile are steadily increasing. For this reason, KEBA decided to participate in the 11th European Postal Service Conference as both an exhibitor and sponsor.**

From March 11-13 in Berlin, well over 200 top managers from the international postal world gathered information concerning new possibilities and innovative solution concepts, which can counteract increasing competition and imminent postal system liberalisation.

KEBA's KePol logistics solution is already familiar in the postal world due to successful projects in Germany, Austria, Norway, Sweden and Denmark. Accordingly, the world's leading last mile solution now plays a central role in the plans of the postal and package companies.

The lively interest in KEBA's KePol solutions was reflected by the podium discussion, which followed a presentation by KEBA Vice-President, Ernst Schacherl, on the topic of „The Ecologisation of the First/Last Mile“.

This made clear that KEBA's solutions not only exploit savings potential with regard to postal and logistics costs, but also the systems lead to a significant reduction in CO<sub>2</sub> emissions and hence sustained environmental protection.



KEBA at the European Postal Service Conference

## News

# KEBA attends the International Direct Marketing Fair in London for the first time

Apart from classic postal and logistics trade fairs, this year KEBA attended the International Direct Marketing Fair (IDMF) in London for the first time. This is the UK's largest trade fair in the direct marketing sector and from April 29-May 1, 2008, saw over 9,000 specialist visitors looking for new ideas and solutions from the more than 200 exhibitors. KEBA's logistics solution also convinced at the fair. On the one hand, there was great interest from international logistics companies, and on the other, highly constructive discussions also took place with e-commerce and mail order companies, as well as professional associations. Both these facts indicate the immense potential available to KEBA in Europe's second largest parcel market.



## KEBA protects the environment

**With KePol, KEBA reduces CO<sub>2</sub> emissions and fine dust and thus helps to protect the environment. This is possible due to the full coverage installation of KePol logistics solutions, which contribute to a minimisation of inner city traffic. The intelligent positioning of the systems means that a large percentage of customers can include parcel collection in their standard errands.**

The positive effect of KEBA-KePols has been confirmed by a study by the German Federal Ministry of Industry and Technology. During the study period in 2006, the 700 KEBA systems installed in Germany led to 250t of CO<sub>2</sub> savings. With the planned increase in the numbers of KePol systems to 2,400, the savings in CO<sub>2</sub> can be raised to 1,000t.



The money just  
keeps coming back.

**KePlus** banking terminals with cash cycle technology represent an investment that pays.

Minimum cash handling costs in tandem with maximum availability and customer acceptance. This is what KePlus terminals offer for depositing and dispensing in a closed cash cycle, which provides the greatest cost-efficiency of all the available self-service solutions on the market.

**Information about KePlus: [www.keba.com](http://www.keba.com)**

And the money just keeps on coming back.



**KEBA**<sup>®</sup>

Automation by innovation.