

Who we are

About Us

Tellermate Group, a leading provider of cash management systems for the retail, food service and banking sectors, has more than 250,000 users in over 30 countries. Almost 30 years of experience in cash management has led to the understanding that today's businesses want systems that deliver more than pure function. Our consultative approach, expert knowledge and outstanding service has allowed us to develop a global portfolio of clients who benefit from our ability to resolve their specific challenges.

Tellermate's cash systems cater to 13 different languages and 20 currencies, allowing customers across the world to benefit from our forward-thinking intelligent technology, market leading customized products and guidance from a wide spectrum of professional teams. Tellermate's goal is to help cash-intensive companies achieve accuracy, time and cost-savings, loss prevention, precision auditing, real-time management information and seamless integration with their processes.

Tellermate Group, a four-time recipient of the Queen's Award for International Trade and Technology, is headquartered in Newport, South Wales, UK and has offices in the US, France, Germany and Spain.

History

Tellermate was founded in 1981 when Edgar Biss, OBE invented the first weight-based equipment to count bank bills and coins on one platform. Edgar served as CEO for 24 years and received an OBE for services to export in 2003 before retiring in 2005.

Edgar devised the concept of the first Tellermate when standing in a bank queue. A patent for the design was granted in 1981 and Perkam Ltd, which later became Tellermate, was born.

In 1982, Tellermate started to attract significant orders from leading UK companies including Argos and Abbey National. In 1983, the business went international with expansion into the US market. In 1996, Tellermate received the first of its four Queen's Awards and in 2001 celebrated its 20th anniversary with its first million-dollar roll out. Tellermate is now approaching its 30th birthday and has grown to employ over 100 people worldwide.

Our Sectors

Retail

Connectivity options allow cash data to be stored and analyzed, providing centralized management information highlighting cash levels, trends and discrepancies and store adherence to processes. Customizable count modes make provision for new requirements such as self-service checkouts.

Cash drawers can be counted quickly at the register as required throughout the day, minimizing customer queue times and register closures. Reduced cash exposure helps guard against cash theft and regular drawer reconciliation can be carried out in an accountable manner; all in an effort to eliminate the opportunity for fraud.

“Installing Tellermate has radically improved and simplified our cash management, and has increased cash reconciliation, speed and accuracy. Cash is better consolidated and the power of integration has given us cash visibility and audit ability.”

Some of our Customers

Apple	The Home Retail Group
The Sports Authority	Dollar Tree
Boots	Next
Disney	Perfume Shop
Nike	Staples
H&M	

Food Retail and Wholesale

Tight management control is required in food retail where there are high quantities of cash intake and a large number of registers across multiple areas of service. Tellermate provides solutions with multi-till memory and reliable connectivity that allows units to be used portably; storing data for upload to the cash office PC. When networked, data from these units can be used centrally, reducing time-consuming and delayed reporting.

Multiple count tasks are matched to customer processes and reference numbers can be used to identify register data and operators. To maximize efficiency, units can also count coupons, manage different banks and can be customized to suit specific processes and challenges.

“Tellermate systems are so simple to operate that our staff feel comfortable using them after only a brief demonstration. Beyond this, with Tellermate print-outs we now have complete accountability, security and cash control.”

Some of our Customers

7-11	Heron Frozen Foods
Aldi	Lidl
Auchan	Netto
Billa	Scottish
Booker	Midland Cooperative
Cash & Carry	Spar
Casino	Super U

Food Service

In a demanding, multi-shift environment with large amounts of cash, counting needs to be quick, precise and auditable. Tellermate units can count a drawer and reset a bank in under one minute, making it easy to hand over cash responsibility at shift changes. The robust design, liquid-resistant key mat and intelligent tracking technology are vital for constant and accurate results in the food service environment. The user-friendly units are customized to fit customers' terminology and processes, which also minimizes staff training. When used with a printer, signed cash reports can be produced for accountability and audit trail.

“Tellermate is used to prepare till floats, spot-check tills, close the tills down and eliminate errors. It allows us to quickly count and record all of our tills for each of our cashiers, and has reduced the time spent managing tills by a factor of three.”

Some of our Customers

Burger King	Kentucky Fried Chicken
Dairy Queen	McDonalds
Dunkin Donuts	Nandos
El Rancho	Panda Express
Greggs	Pret a Manger

Banking/Finance

It is vital in the financial industry for banking staff to verify cash while interacting with customers and for managers to have real-time information on branch-wide cash levels. Our compact products are designed to perform reliably on the front counter. With a long battery life, high capacity bill and coin platform and resistance to environmental conditions, our products have evolved to suit the banking environment. Non-invasive connectivity enables customers to gather management information without compromising IT security.

“We firmly believe that there will always be a need for cash in society, and we know that we can rely on Tellermate's cash management performance to ensure confident staff and satisfied customers.”

Some of our Customers

Alliance and Leicester	Clydesdale Bank
Allied Irish	Credit Agricole
Barclays	HSBC Bank
Brinks	Vaultex
	Yorkshire Bank

Our People

Senior Management Team

Paul Rendell

Group Managing Director

- Joined Tellermate in January 2006 as Group Finance Director.
- Paul was appointed Group Managing Director in April 2006.
- Paul is a chartered accountant and has held senior finance and general management positions in a number of multi-national groups.
- His experience includes business strategy development, restructuring and company acquisitions and disposals.
- Before joining Tellermate, Paul was Finance Director of Radio Detection Ltd.

Gareth Davies

Group Financial Controller

- Joined Tellermate in June 2006 as Group Financial Controller.
- Prior to joining Tellermate, Gareth was planning and reporting accountant at Fresenius Medical Care (UK).
- Prior to this Gareth worked as an auditor for Bentley Jennison.

John Pilkington

General Manager, Engineering & Product Support

- Joined Tellermate in September 1999 as Operations Manager.
- Prior to joining Tellermate, John served for 26 years in the RAF, completing a variety of electronic system specialist and senior management roles.
- A chartered engineer with an MSc in Aerosystems Engineering and an MBA; John was responsible for large departments of personnel during his time in the RAF.

Dave Lunn

Group Sales Director

- Joined Tellermate in May 2009
- Dave has 15 years experience working for leading UK and US corporations
- Prior to joining Tellermate, Dave was a divisional managing director at global manufacturer Cooper Industries a \$65bn business specializing in electrical products.

Key Dates

- 2010:** Tellermate launches its latest weight-based cash counting range T-i^x
- 2009:** Tellermate Ltd receives ISO 9001:2008
Roll out to H&M in the US
Duo Counterfeit detectors launched in the UK
- 2008:** Tellermate Inc. wins Best of Roswell Business Award
New corporate website and video launched
- 2007:** Major roll out to O'Reilly Auto Parts in the US
- 2006:** TY+ and TD+ ranges are launched as comprehensive cash handling solutions
DollarMate counterfeit detectors launched in the US
- 2005:** Introduction of counterfeit note detectors and point-of-sale safes
- 2004:** 'World Class Channels' Program launched in the US; now has resellers throughout US, Canada and Mexico
- 2003:** Edgar Biss, Chairman & founder, awarded an OBE for services to export
TD model launched
Tellermate Ltd. receives ISO 9001:2000
- 2002:** Queen's Award for International Trade
Offices in Barcelona open
- 2001:** Celebrate 20th anniversary
Offices in Germany open
Tellermate receives first multi million dollar order in US
- 2000:** Tellermate Europe founded, and offices in Paris open
Ethernet connectivity developed for the TY range
- 1999:** Tellermate Ltd. receives ISO 9002 quality accreditation
- 1998:** TY range is launched
- 1997:** Receives Queen's Awards for Export Achievement and Innovation
- 1996:** Receives Queen's Award for Export Achievement
- 1995:** Tellermate USA opens in Atlanta
- 1987:** First major bank roll out to entire Barclays UK branch estate
- 1981:** Company founded when Edgar Biss patents the first equipment to count banknotes and coins on the same platform

Our Products

Cash Management Solutions

New T-i^X Series



The T-i^X range builds on the high performance of our previous cash counters with the addition of new enhancements designed to increase business efficiencies. Preserving trademark features, including customized design and service, compatibility with customer systems, compact footprint and a robust, lightweight design, T-i^X addresses today's cash management challenges.

Faster Counting

New, larger money platform optimizes bill-holding capacity and enables rapid bill-stacking, while a flip-down coin tray with non-slip coating allows for faster coin counting. An industry unique magnetic connection secures the money platform in place which reduces vibration and interference and allows for a quicker cash value display.



More Accurate Results

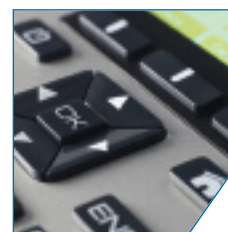
Hardware and software filters have been used to minimize count disruption from environmental factors such as air conditioning. A user notification screen alerts the operator when poor environmental conditions could compromise count results.

Enhanced Customization

Years of experience have shown that the best way to address customer specific problems is with customer specific solutions. Software structure of the T-i^X has been written to facilitate even greater customization in order to meet individual business needs.

Intuitive Design

With the largest display in the industry, the T-i^X combines at-a-glance text and icon recognition with an ergonomically designed screen layout for quick and easy operation. Familiar navigation keys and instinctive user software make the unit user-friendly. The integrated keypad, including a "Home" button which provides fast main menu access, enables quick data entry.



Cash Management Solutions

Sophisticated Software and Communications

A range of connectivity options provide flexible and comprehensive solutions for all application needs. The easy to follow set-up wizards make user customizations easy and the Supervisor PIN prevents inadvertent changes from being made to core settings. A full diagnostic suite allows our customer support center to offer faster remote problem solving.

Damage Resistant

T-i^x has been designed to high quality standards to be a long-term customer investment. The robust design reduces damage through impact and features a liquid-resistant key mat and drainage lines to minimize the effects of accidental spills. In addition, durable key caps reduce instances of missing or malfunctioning keys.

Long-Term Investment

T-i^x is easy to update via USB and available with a comprehensive service package to ensure that it adapts to changes in currency or customer requirements.

Enhanced Portability

15-hour battery life, lightweight design and ergonomically designed carry grips enable the T-i^x to be used portably. The small, rechargeable battery has a 6-year life expectancy and can be easily replaced by the user without the need for tools. The battery fast charges when the T-i^x is connected to the mains and trickle charges when connected to PC USB. The integrated numeric keypad on the front of unit allows for quick entry of reference numbers and balances without compromising portability.



Cash Management Solutions

Legacy Products

TY+ Series

TY+ systems were introduced in 2006 for businesses managing large cash revenues and multi PoS operations. TY+ systems were built on the TY range and set the standard for best practice cash management with a focus on maximizing productivity and increasing cash management efficiency. TY+ was rolled out worldwide and was available in 13 languages and over 20 currencies.

TY+ paved the way for connected cash counting, allowing a range of 'stand alone', connected and networked solutions. TY and TY+ enjoyed incredible success as leading products in the global weight-based cash counting market with over 150,000 units sold since 1998; delivering fast return on investment for customers in various sectors.

TD+ Series

TD+ systems, introduced in 2006, were based on the TD unit which was one of the first simplified weight-based cash counters produced for businesses counting smaller amounts of cash regularly. TD+ provides a simple, fast and accurate way to automate the counting and reconciliation of bills and coins. Removing errors due to miscounting and miscalculation, the TD+ range allowed many small retailers and businesses to cut their cash administration times and tighten their processes. There are over 20,000 TD and TD+ units globally, helping small organizations to manage their cash daily.

Counterfeit Detection

Euromate

EuroMate is designed to prevent the acceptance and reissuing of counterfeit Euro notes. Simple to use and giving excellent results, EuroMate checks high level security features not successfully forged to date.

EuroMate prevents users from accepting counterfeit notes, safeguarding cash revenues. Specifically, EuroMate:

- Feeds notes automatically
- Tests notes in under a second, displaying their value
- Detects and reads the unique magnetic code on the security thread
- Gives an audio and visual signal confirming authenticity of banknotes
- Mains or battery powered

Duo

Duo protects the user from accepting counterfeit notes in two currencies and checks multiple security features not visible to the eye.

Duo is more accurate than visual or UV inspection at detecting forged notes. Specifically, Duo:

- Feeds notes automatically in any orientation
- Tests notes in under a second, displaying their value
- Checks four independent security features on each note
- Display indicates suspect banknotes
- Mains or battery powered

DollarMate

Through state-of-the-art technology, the DollarMate Counterfeit Money Detector quickly verifies the magnetic properties of the ink on all US Bills confirming bill authenticity.

- Detects security features not visible to the naked eye
- Confirms a bill's authenticity in seconds
- Verifies all denominations of US Currency
- Compact, lightweight and durable for use across multiple industries
- Operates off main power or AA batteries for true portability

Safes

Point of Sale Safes

Tellermate's range of high security PoS safes allow cash to be secured at the point- of-sale. High value notes can be deposited immediately in the under-counter note safe throughout the day. Tellermate's high security change safes allow businesses to securely store change for coin buy or refloating at the point-of-sale, eliminating the necessity to go to the back office safe for change during busy customer hours. Constructed from heavy gauge steel, Tellermate's PoS safes are mechanical and robust.

TSR PoS Safes:

- Protect cash revenues and minimize the cash stored in till drawers
- Allow secure storage of cash and payment media during peak trading times until store managers are able to safely remove cash from the point-of-sale
- Prevent internal cash theft
- Minimize threat of cash grab or opportunist robbery
- Include a time delay option for electronic model as a further deterrent to opportunist thieves

TSR Change Safes:

- Saves time and increases security by eliminating visits to the back office for change
- Features internal change cassettes that can be labeled for easy reconciliation
- Time delay option on the electronic model as a further deterrent to opportunist thieves

Service Range

T-Cover Platinum

With nearly 30 years of cash management expertise, Tellermate provides exceptional and comprehensive after-sales support and service. T-Cover Platinum is a full service support program that can be taken out to cover T-i^x estates and peripherals to ensure that customers benefit from minimized disruption and downtime.

T-Cover Platinum is a comprehensive customer support program which includes:

- Unlimited access to the helpline for troubleshooting and staff training
- Replacement of equipment that cannot be fixed over the telephone
- Accidental damage cover
- Software upgrade in the event of a change to the lead currency

Pilot installation and training

Tellermate surveys individual customer cash counting processes and requirements and then recommends the most suitable solution based on customer needs. Equipment is installed and monitored by Tellermate throughout a trial period.

- Customers are assured that they have the right solution for their processes
- Staff are trained in line with best practice
- The need for customized software and user documentation can be assessed

Product and software customization

Customization of product packages and software is possible to ensure the Tellermate solution integrates into the user environment with minimal disruption to existing systems and processes.

- Reduced disruption to existing systems
- Minimizes process change and training requirements

Where We Are

Our Offices

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