



# The Willis Building

## Customer Case Study

### TECHNOLOGY / PRODUCTS

- HID Global MIFARE cards (13.56 MHz contactless technology)
- VMC Metro with HID Global MIFARE OEM modules

"From 2004, when the new building was announced, we began the process of looking at new systems available on the market for the building in general that would add value to our employees."

**Andrew Eastwood,**  
*Client Services Manager for Willis*



### TOP REASONS WHY WILLIS CHOSE HID Global and HID CONNECT™ PARTNER SOLUTIONS:

1. Seamless integration with existing HID access control solution
2. Increased efficiency of cashiers through VMC Metro product functionality
3. Reliable solutions from the respective market leaders

### Going cashless for the first time – An HID CONNECT success

"Bold, dynamic and driven" are the attributes that describe Willis, a major international insurance brokerage based in the Willis Building, their brand-new, "green," high-tech, state-of-the-art London headquarters. It is also London's fourth-tallest skyscraper and is situated in a prestigious London address, which serves a daily workplace of over 1,600 employees. Willis is a successful and visionary organisation that never settles for second best or relies on the old ways of doing things.

Always striving to challenge the status-quo and to find new and better ways of doing things, Willis decided to enable its new catering facilities on the fourteenth floor to utilize cashless payment, extending the use of employees HID access control cards for this specific application.

Willis' search for the most innovative and efficient cashless payment solution that would seamlessly integrate and utilize their existing HID access control cards led them to HID Connect™ Partner VMC, who is a leading provider of reliable, efficient and forward thinking cashless payment systems and smart card integration.

### Shaping Willis' future with partners of choice

Understanding that at the heart of a company's success lies with its 20,000 active associates, Willis strives to be employer of choice for the best people the industry has to offer.

In order to achieve this vision, Willis wants to provide the most functional and supportive work environment possible, and as part of that, provides their employees with cashless payment solutions.

Andrew Eastwood, client services manager for Willis recalled, "From 2004, when the new building was announced, we began the process of looking at new systems available on the market for the building in general that would add value to our employees. We were very aware that our contemporaries were all offering cashless payment in their facilities," he said. "When further researching cashless payment solution providers VMC's name came up. As a leading brand in the market, we decided to invite them to present their cashless payment solution and demonstrate how it would work in conjunction with our existing card population."

Nick Bate, managing director of VMC, has been working with HID Global card solutions for many years and understood the specific requirements for the Willis Building, so he suggested VMC's metro cashless payment terminals that work seamlessly with HID technology. Nick commented, "It was very important for Willis to find a cashless payment provider that would enable them to use their existing HID cards, and as an HID Connect partner, we were a perfect match."

The Willis Building immediately liked the metro solution and was impressed with the fact that two card readers can be linked simultaneously to one till. This functionality meant that one till operator can run two queues, which in turn means less manual labour without compromising the service provided to customers. It also allows one cashier to move on to the next transaction, whilst the customer is finding their card and placing it into the reader.

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### Going the extra mile

Andrew explained, "Working with VMC's sales team was very efficient and professional, they didn't keep us waiting for information and they couldn't be more helpful."

Brian Blackmore, manager business development, HID Connect EMEA commented, "VMC are experts in cashless payment solutions, and like HID, a leading industry brand. This combination gives our customers confidence in the solutions that are offered and it is great to know from our customers that our partners are providing excellent service and are embracing the HID customer-focused approach."

Although the concept of cashless payment is easy to understand and was welcomed by staff at the Willis building, VMC was at all times very proactive and provided additional information materials for associates, attended weekly presentations and provided opportunities for employees to try the new system prior to implementation.

Bate commented, "It is important to physically show people the system and allow them to experience first hand the use of their existing smart card for cashless payment, it makes it easier for the user and seeing is believing."

Because of all the work upfront and the ease of the smart card solution, cashless payment has come easy for Willis, according to Nick Nunn, catering manager at Willis. "Even with eight to 900 transactions during lunchtime every day, it's been a dream."

For a restaurant that's completing this many transactions each lunch period, the Willis building does not have an issue with queues. Bate strongly believes that without the VMC Metro system in place, "We'd require three or four terminals, and in this day and age, no one has the space or the manpower to do that."

There are card loading stations positioned throughout the building, which allow the very busy Willis employees to conveniently load their HID cards with cash or use their credit/debit cards.

VMC ensured that the system and rollout was ready and on time, as planned, and everything worked smoothly from day one, creating a cost savings for Willis and increasing convenience for its employees from the start.

Blackmore confirmed, "Working with VMC is just like working with my HID colleagues. They are one of many HID Connect partners that truly embraces HID values and understands that together we can offer end-users, such as Willis, increased value through a broader offering and shared expertise."

With the help of HID and VMC, 1,600 staff at the Willis Building are now able to get more value from their access control cards and enjoy cashless payment every day.

"The busy Willis employees seem to have taken to cashless payment like ducks to water," said Nunn. "One diner told us that they now usually spend more money than planned."

Now this is a great result for everyone - HID Global and VMC are pleased to have been able to fulfill Willis requirements and together extend the use of their smart cards to include cashless payment.

### About HID Global

HID Global is the trusted source for secure identity solutions for millions of customers around the world. HID Global's secure identity solutions include contactless identification technology and identity and access management. HID Global is an ASSA ABLOY Group brand. For more information, please visit [www.hidglobal.com](http://www.hidglobal.com)



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*Nick Bate  
Managing Director of VMC*

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