



Turnkey Facility Transformation Solutions

Re-imagining the spaces in which we thrive

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Executive Overview

An overview of the key 'Transformation Drivers'

- What drives the need for change?
- Environment, Sustainability & Community - Designing ESG into your new branch network
- What makes a 'Transformed Branch' successful?

The Cennox Approach

- First Contact - Our approach to Project Management
- Design & Project Development
- Customer & staff strategies
- Environmental & community strategies
- Technology planning & integration
- Security planning & integration
- Construction & fit-out
- Signage manufacturing and installation
- In-house & partner management
- Ongoing infrastructure support
- Wrap around services

Who is Cennox

- Introducing Cennox
- Case studies
- Contact Details

Executive Overview

When organizations look to uplift and refresh their offices and branches, they talk to Cennox to help them realize their plans. Unlike many facility refresh companies, Cennox work with our clients with a different approach to service planning, design, execution, and ongoing support.

This high level overview of our full capabilities will demonstrate our hands-on, innovative appetite for the best in-class project and service delivery.

This document will also share how we have transformed projects of single branch make-overs, to national roll-out projects.

The world is upgrading the environments in which we work; we're with you on that journey.

Nick Armstrong

VP Project Division



Nicholas Armstrong
VP Projects Division

What drives the need for change?

An overview of the key 'Transformation Drivers'

The reason for changing your facilities will probably be unique to your organization. Driving that desire to refresh could be a mix of practical, operational, service evolution, and remain relevant to your customers.

Technology to Improve Service

New technologies and self-service devices improve how customers engage with your products and services. Technology will also free up staff and branch resource, empowering your staff to up-sell and improve the customer experience.

- + Self-Service Devices
- + Multi-Function Service Devices
- + Automated Teller Devices
- + Digital/Video Teller Devices
- + Smart Cash Management Devices



A space designed to be relevant to your customers.

How customers engage within your facilities will have changed as technology, the growth in digital, and changes in customer experience, steers how your space is used. Let us develop a branch which invites fresh conversation.

- + Design function and ease into your space
- + Design in the customer experience
- + Design out redundant ineffective systems
- + Design a space which inspires
- + Design it around community
- + Design it around conversation
- + Design it to be relevant

An environment designed for business growth

Branches should communicate clearly and on point. Your environment should engage in news ways with your customers, to encourage existing customers and attract new demographics of clients.

- + Environments which communicate
- + Environments to attract new clients
- + Environments to reflect your business
- + Environments responding to change
- + Environments supporting digital
- + Environments designed to grow

A branch to position your business for the future

Good design, the right focus on the customer journey, and an intelligent integrated technology platform, will provide a branch that is ready to flex with future demands on your business.

- + A future where digital and physical work together
- + A future using space and technology in partnership
- + A future that listens for what customers need
- + A future where services reflect your customer needs
- + A future where conversation moves forward, not backward

Environment, Sustainability & Community

Design ESG into your new branch network and culture of your business

Our customers talk to us about the importance of sustainability, environment, and community in their initial project brief.

Positioning their brands around what is most important to their culture, clients, communities and wider environment, has become a key driver in the design and decision making process.

Unlike times long ago, this new focus is not lip service to a cause - this is the new expected normal and we embrace that passion.

Materials, design, and honest understanding

When pushed, many customers do not actually know what sustainable and recycled materials are, how they are rated, what their carbon impact is, or how best to use them in their commercial projects. Cennox can support and advise customers on how they can to realise their passion to deliver projects with minimal impact on the environment.

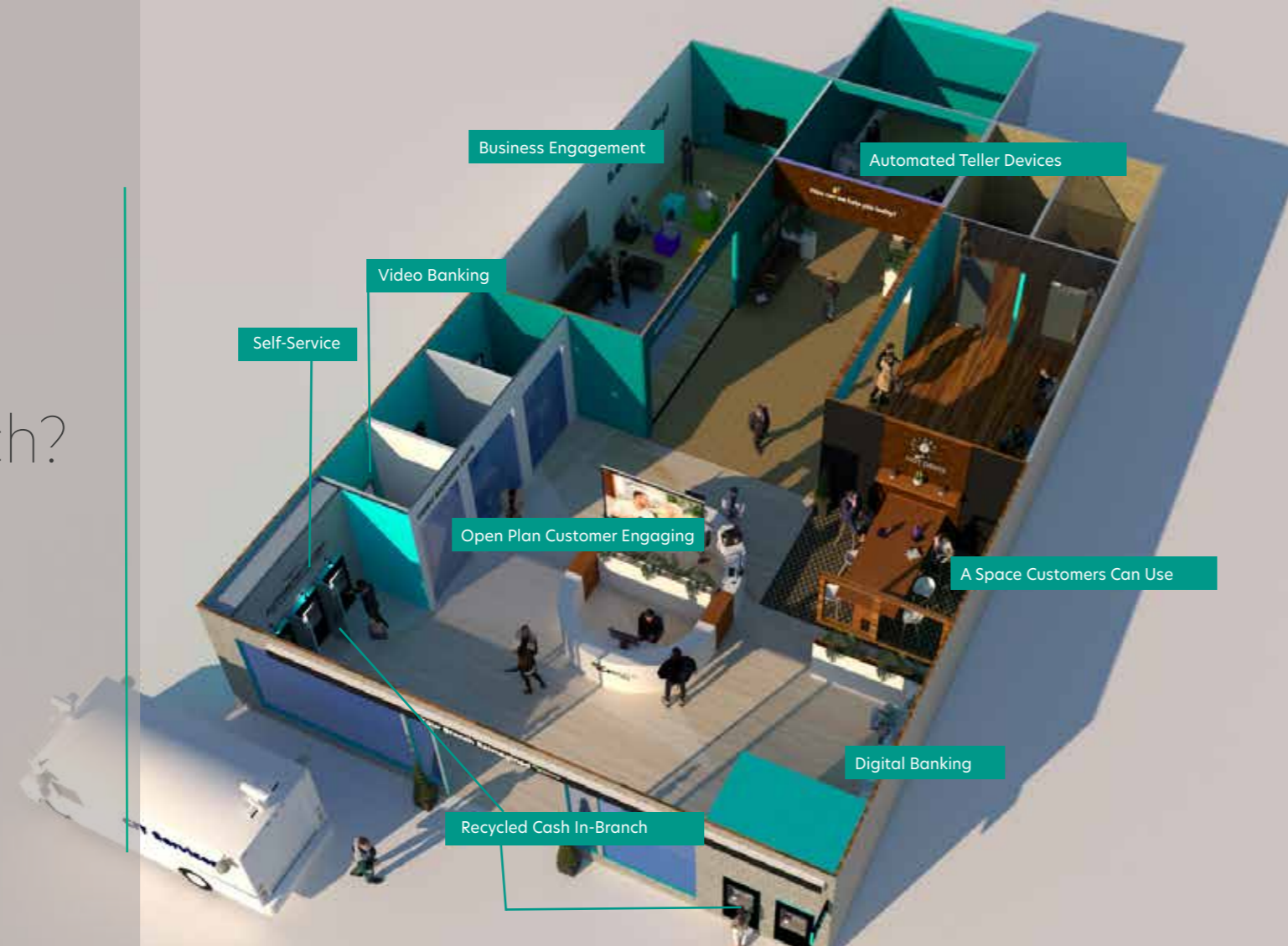
- + Advice on the right sustainable materials
- + Advice on measuring carbon footprints
- + Ensuring your supply chain complies
- + Ensuring you limit environmental impact
- + Advice on impacts to budget over materials

Culture change starts with conversation

Key to ESG is governance and community. Engaging with staff and customers from that first consultation, will help build a healthy conversation and build a better culture. Bringing them on your journey will often open new doors to creative and commercial opportunities.

- + Grow your culture through dialogue
- + Grow opportunities through commitment
- + Share your mission and vision upfront
- + Challenge the status quo and yourself
- + See it through - make it happen!

What makes a 'transformed branch' a successful branch?



Self-Service Devices Driving Customer Satisfaction

A successful branch is designed around your customer's journey and their seamless, easy and invested engagement with your bank's services. We design and install the solutions which transforms cumbersome traditional ways of banking, gives your customers access to a wider array of service, and devices which frees up your staff to engage more directly with customers.

Operational Efficiencies To Drive Down Costs

Our technology solutions will transform how your bank manages your day-to-day activities. From the latest cash management processes, cash recycling, and CIT engagement, Cennox is saving our customers time, cost and delivering tangible improvements to how they process the front and back office services they provide.

Designing A Demographically Relevant Environment

Not all banks are the same. Indeed, not all towns or communities are either. Cennox will work with each bank to explore how we deliver an environment which will connect with each of your important demographic of customers; be they of a certain age or ability, small, medium or large business, community group or charity - we'll create a branch which understands their language and need.



Our Approach



Our Approach

How we deliver the complete end-to-end customer experience

Whether you are redesigning a single branch, or looking to refresh numerous locations across a timeline that meets your refresh project - Cennox will join you on that journey.

Our approach is refreshing for many customers who have had experience of working on similar projects, juggling the needs and demands from multiple contractors. From day one, although managed by a single point contact, Cennox is able to bring multiple in-house branch specialists to all key briefings. From designers and material specialists, signage manufacturers, and technology SME's, construction leads, software architects and security managers, our in-house capabilities ensures our customers receives the right information about their project from the people experienced to deliver branch transformation projects.

First Contact

Understanding who you are, what you need and why this is important to you.

We believe in delivering the projects which reflect **who you are**, not who Cennox is!

This may sound an obvious statement, but we know many organisations approach and lead construction projects around their own best method of delivery. There is some sense in that approach. Tried and tested materials, styles, designs, technology choices, even carpet style - why try and change what works right?

Our approach to first contact with any client's project is simple - understand why this project is important to them. What do they want to achieve? Who are they designing it for? What do they want the end environment to say about them?

... only then can the journey really start.

Energy, passion, creativity, ideas, inspiration, sensitivity, empathy - these are all first contact requirements.

These early discussions will build out the character of the project, the feel of the environment, and reaction you want to achieve from your customers as they walk in for the first time.

We start with exploring 'the wonder' first, before moving on to the functional. That will inevitably come, but wonderful things often deliver a better result for functional experiences.

First contact sessions will often set out the roadmap of needs and ultimately the wish-list of the project. An important first step.



Customer & Staff Strategies

Build in the benefits from day one.

The quintessential benefit of branch transformation is the opportunity to improve the use of in-branch resource, the positive impact on customer experience, and the enhanced changes to internal processes through the deployment of new technology.

Cennox can support you to capture and translate preliminary research into sound understandings of how to get the maximum from your transformation project.

Environment and Community Strategies

Understand what matters most to those who use your branches

How do those in your community view your branch? How connected are they to your values, mission, or journey? Do they feel connected?

With an ever present digital alternative to banking, customers have a greater choice on who and how they bank. We can support the development of a closer relationship and narrative on what matters to the community and environment in which you are based and how that is translated into the fabric of your facilities.





Technology Planning & Integration

We provide the solutions which are connected and designed around operational efficiency

As a leading provider of banking technology, Cennox is the leading multi-vendor procurement specialist for systems and devices.

From 360 cash management and cash recycling solutions, to multi-function devices connecting customers to your services, we can build a package of integrated solutions around attractive cost models.

From back office devices to front of house customer facing devices, Cennox has access to a wealth of knowledge in banking solutions being installed worldwide and uses this experience for our customer's projects.

Our in-house capabilities to not only sell devices, but also provide the installation and ongoing maintenance and service desk support.

- + Back Office Teller Devices & Equipment
- + Smart & Traditional Safes
- + Automated Vault Access Systems
- + Vault Installation & Supporting Services
- + Customer Kiosks & Payment Devices
- + ATMs & Multi-Function Devices
- + Automated Queue Management Systems
- + Cash Recyclers

Security Planning & Integration

We provide the solutions which are connected and designed around operational efficiency

Our Security Division boasts the largest portfolio of security solutions designed specifically for the financial community.

From in-branch CCTV, Alarms & Access Panel services, to vault services and the largest ATM specific portfolio of security products, Cennox is the recognised security partner for banks worldwide.

Cennox is trusted to provide the right security solutions for thousands of customers. Our in-house R&D teams are respected by customers and law enforcement agencies for the incredible impact their solutions have delivered to the financial community.

- + CCTV and Alarm Installation
- + Access Panel Installation Solutions
- + Multiple ATM Specific Security Solutions
- + Physical Security Services
- + Teller Cash Security Solutions
- + CIT Supporting & Multi-Function Devices
- + Automated Queue Management Systems
- + Cash Recyclers



Construction & Fit-Out

An overview of the key 'Transformation Drivers'

Our Projects Division is active across the United States supporting a wide scope of Facility Transformation projects. This includes complete construction and electrical work, CAD development and signage solutions. In-house, efficient, and cost effective.

Cennox provides the highest level of quality construction services using a hands-on approach and experience unrivalled in the industry. Cennox utilizes our in-house team of skilled engineers and project managers, delivering a wide variety of first-class construction and refresh projects to financial institutions, retail, commercial, and government agencies. Cennox delivers thousands of CAD drawings and surveys to clients each year for projects in areas of facility transformations.

Cennox builds partnerships with their clients to provide the quality projects they demand at fair and competitive prices to keep projects within budget while maintain brand image and project deliverables.

- + Full Construction Services
- + Electrical Services
- + Groundwork Services
- + CAD Drawing, Surveys and Planning
- + Fit-out Services

Signage Manufacturing & Installation

Cennox has creative design experts on hand to help with every phase of the creative branding process in order to establish effective communication with your customers and protect your company's image.

Our signage division dates back to 1874, making it one of the oldest signage companies still trading. With partners worldwide, our teams enjoy providing signs for many of the world's largest brands.

Our design and branding team works in close collaboration with our colleagues across our group to create a melting pot of design and productivity. The type of projects that this team works on are as varied as the colors in which they print, with customers ranging from banks to governmental departments to commercial outfitters. Regardless of the scale or length of a project, our design and branding team tackles it head on.

- + In-house Design Team
- + Sign Manufacturing Dating from 1874
- + Specialist Signage Installation
- + Illuminated Signs
- + Glass Manifestations
- + Large Format Printing
- + Custom Signage Projects



In-House Partner Management

One point of contact for your supply chain and project's needs

Managing a successful construction project requires the input of numerous contractors, suppliers, and project specialists. Cennox remains your central point of contact overseeing all parties including 3rd party organisations, to ensure the smooth running of your project.



From budget to timeline management, Cennox ensures all project components deliver their goals in-scope and on time. Our teams lean on years of experience to repeatedly deliver successful projects.

- Principal Contractors
- Management of timescales, costs and resources
- Key Stage Management
- Negotiating with contractors and suppliers
- Directing a multi-disciplinary team, including 3rd Parties
- Communicating with staff at every level,
- Resolving any issues or delays



Introducing Cennox

An Introduction to Cennox

An overview of the key 'Transformation Drivers'

Cennox provide the widest portfolio of solutions aimed at delivering **facility, security** and **technology** solutions.

Our approach to service delivery centers our clients at the heart of our growth strategy. The services, products and ongoing support structure developed by cennox, has been moulded around the evolving needs of our core client base, and attractive to new customers in emerging sectors.

Our Projects Division, responsible for the delivering the numerous construction and roll-out projects from our clients, excel in providing the full wraparound service for our customers.

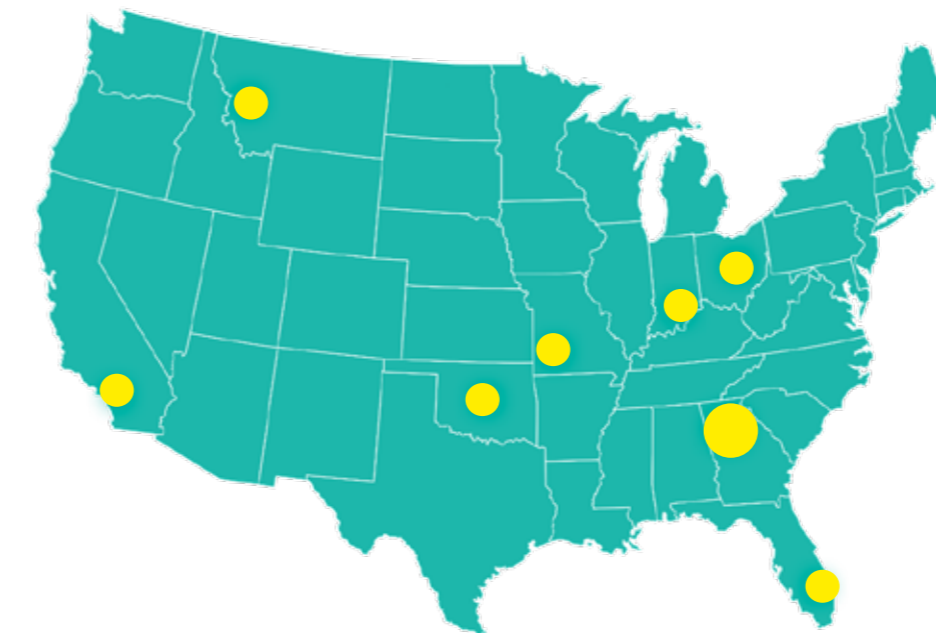
Our **'one supplier approach'** has streamlined the relationships and operational delivery for our customers embarking on either one-off or multi-site development projects.

Our nationwide footprint is supported by infrastructure and in-house staff strategically positioned to give a quality coast-to-coast service.

Our headquarters in Atlanta, co-ordinate projects with the support from our offices in California, Missouri, Oklahoma, Montana, and Florida.

Cennox is also a global company with offices and staff across the UK, Ireland, Belgium, Netherlands, Sweden and additional representation working with clients in Germany, France, Spain, Italy, Luxembourg and Norway.

Our activities across the US.



Cennox Offices

60,000+
Work orders completed each month

400,000+
Devices supported nationwide

15,000+
Customers supported in every US continental State

250,000sqft
Warehouse space supporting our customer's activities

100,000+
Help Desk called handles in each

Case Study

Complete Interior Branch Fit-Out

Case study

Project included the complete interior refresh of a bank branch 2,000 sq ft completed in less than 2 months and consisted of:

- + Flooring
- + Wall finishes
- + Visual Aesthetics
- + Digital Marketing
- + Furnishings
- + Cabeling
- + Signage
- + Equipment

Before



During



After



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