



Cennox

Cennox

| PARTS SALES DIVISION

CENNOX PARTS DIVISION

Who are we?

Cennox has made a huge impact all over the world...

With three Original Equipment Manufacturers under the Cennox brand and a host of the worlds best ATM and CRM as partners -

Cennox is your solution

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Why Cennox?

Cennox prides itself on building successful partnerships and relationships which directly impact positively on our clients, and ultimately their customers.

Aside to the benefits and although probably the largest independent multi-vendor supplier of ATM services, we are also passionate about the cash industry and how we can help support our customers with their new, current and future business. Taking a collaborative and supporting approach, we help drive our customers to success.

UK in-house departments

Service
Help desk/call centre
Nationwide field services
IMAC

Manufacturing
Signage and construction
Cennox ASD security
Cennox 3SI security
Cennox Lockpoint security

OEM
Cennox ASD security
Cennox 3SI security
Cennox Lockpoint security
Cennox R&D centre

Sales
Parts and ATM sales
Service sales

Repair
Engineering centre
ATM refurbishment centre
Staging centre
Secure keying room
CNC room
Brokerage centre

Our capabilities

Multi OEM support



Technical resource support knowledge



Repair/refurbishment/advance exchange



Support of OEMs/IADs/maintenance/repair centres



Parts support on ATM/deposit/recycle/teller



Technical manufacture of obsolete parts and upgrades



Complete machines new and refurbished



Design and manufacture of Testing equipment

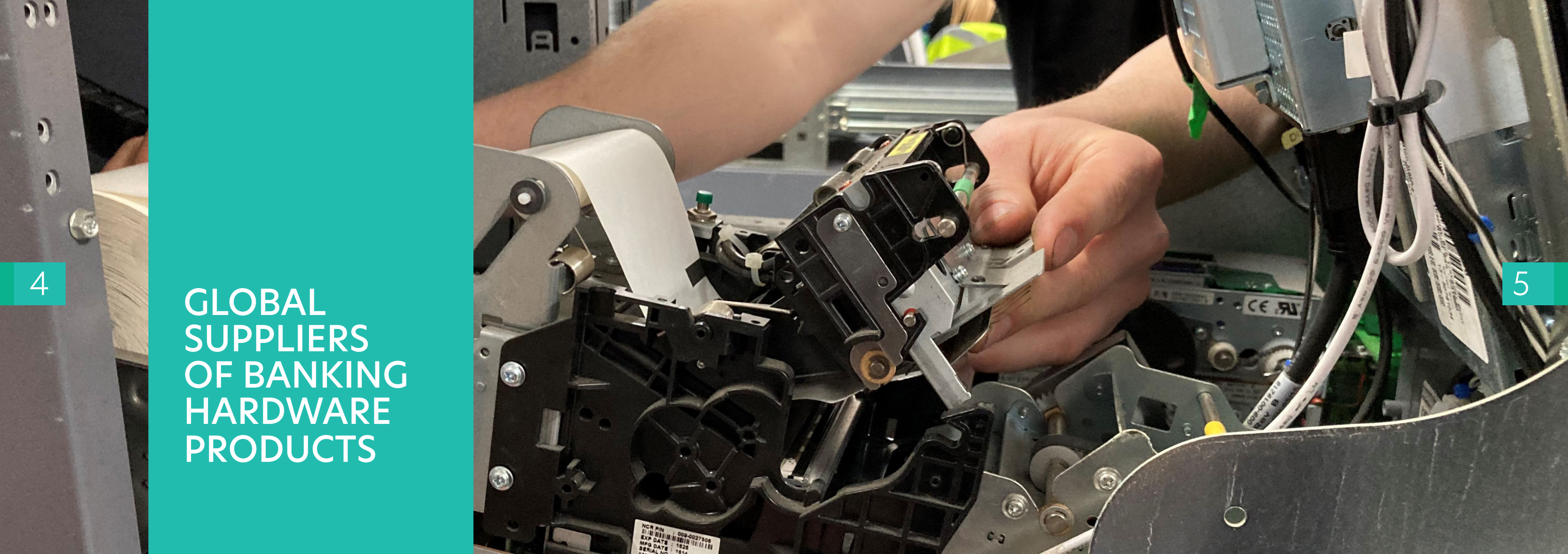


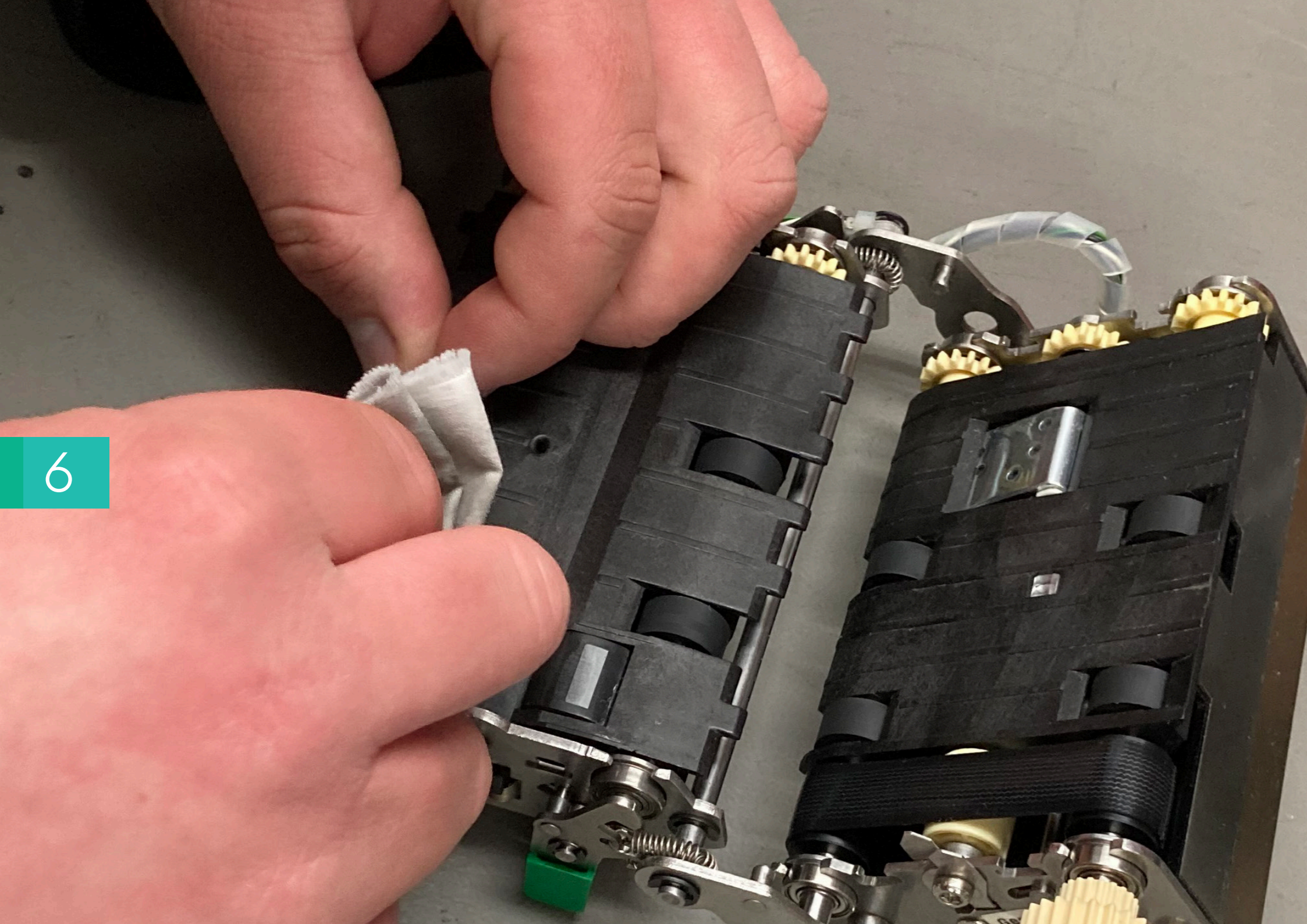
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GLOBAL SUPPLIERS OF BANKING HARDWARE PRODUCTS

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| OUR CAPABILITIES EXPLAINED



Multi-OEM support

Multi-vendor support is at the heart of Cennox's support portfolio. Supporting 14 different OEMs both independently and for a number of the manufacturers themselves, Cennox is truly agnostic in its support.



Repair/Refurbishment/Advance Exchange

With a multi-skilled OEM trained and supported workshop, we can support your needs on a repair or refurbishment program and also provide advance exchange of modules and machines to compliment your defective loop process.



Parts Support on ATM/Deposit/Recycle/Teller

Our team of parts specialists have a combined 139 years of selling ATM parts. We don't sell from a system, we sell from knowledge. We can support your estate whatever their function with high quality new and refurbished modules designed to meet your budget requirements.



Complete machines new and refurbished

Configured to your needs, new and refurbished machines are available from stock or to order. From machine colour and the latest upgrades to staging of your software and applying branding prior to delivery. Cennox has a full end-to-end solution for your ATM requirements.



14 OEMs currently supported.

Technical resource support/knowledge

When our customers need technical guidance or support, they turn to Cennox for its years of technical knowledge of multi-OEM and understanding of ATMs. With such a large and diverse support portfolio, Cennox is at the forefront of customer support.



Support of OEMs/IADs/Maintenance /Repair centres

Along with supporting OEMs, IADs and maintainers, we also support other ATM machine and parts resellers from our large and varied inventory. We perform repairs, refurbishment and staging for these resellers on a regular basis.



Technical manufacture of obsolete parts and upgrades

Gears to screens, sleeves to collars, we manufacture and remanufacture parts to maintain current and aging estates. Whether the part is obsolete, or you are in need of a better material or price point, we work in a collaborative approach to ensure we deliver the best product at the right price.



Design and manufacture of testing equipment

To compliment and harden our in-house and field diagnostic capabilities, we have designed and built a number of static and dynamic test tools. From software-based solutions to portable electronic test aids and heavy duty electronic power supply test stations. Each solution providing enhanced capabilities outside of what the OEM traditionally offers giving Cennox repairs the advantage.

PERFECTLY REPRESENTED

- Employing over 1,500 staff worldwide.
- Headquarters in Camberley, United Kingdom.
- Sales teams in UK, Europe and the US.





| HARDWARE SOLUTIONS

| HARDWARE SOLUTIONS

“ 5 primary main global stocking locations

- **Service spare parts**
Everything you need to service your machines in the field
- **Complete boot kits**
Preventative maintenance and service aids
- **Repair centre parts**
Detail spare parts for refurbishment of modules and machines
- **Sub modules**
From framework to PCBs
- **FRU modules**
Field replaceable units refurbished and ready to install
- **Complete ATMs**
From all the major OEMs, ATMs to start, expand or upgrade your estate.
- **Test equipment**
Workshop and field complementary test equipment
- **Locks**
From cabinet to safe, mechanical or electronic.
- **Entry solutions**
Utilising secure bluetooth technologies for cash access
- **Security**
State-of-the-art anti-skimming technology through to visual and physical deterrents made in-house
- **Signage**
Surrounds, decals all printed in-house.
- **Branding**
Bespoke designs from concept to completion and much, much more.
- **Plinth/anchoring**
DDA compliant universal plinths all designed and made in-house
- **Consumables/media**
Paper supplies, cleaning cards and ribbons.

“ 100 countries worldwide supported by our sales activities.

| PARTS MANAGEMENT SERVICES

Parts Placement Service:

Cennox inventory is free issued to the customer's warehouse(s) as central seed stock and to customer FSL/PUDO as ongoing supply.

Vendor Owned Inventory:

Customers utilise Cennox's warehouses FSL/PUDO locations to lower their stock space and stock management.

One rate:

A single per machine price for your ATM parts.

Brokerage:

Cennox takes ownership of a customer's obsolete stock to manage and realise a return on the customer's initial investment.

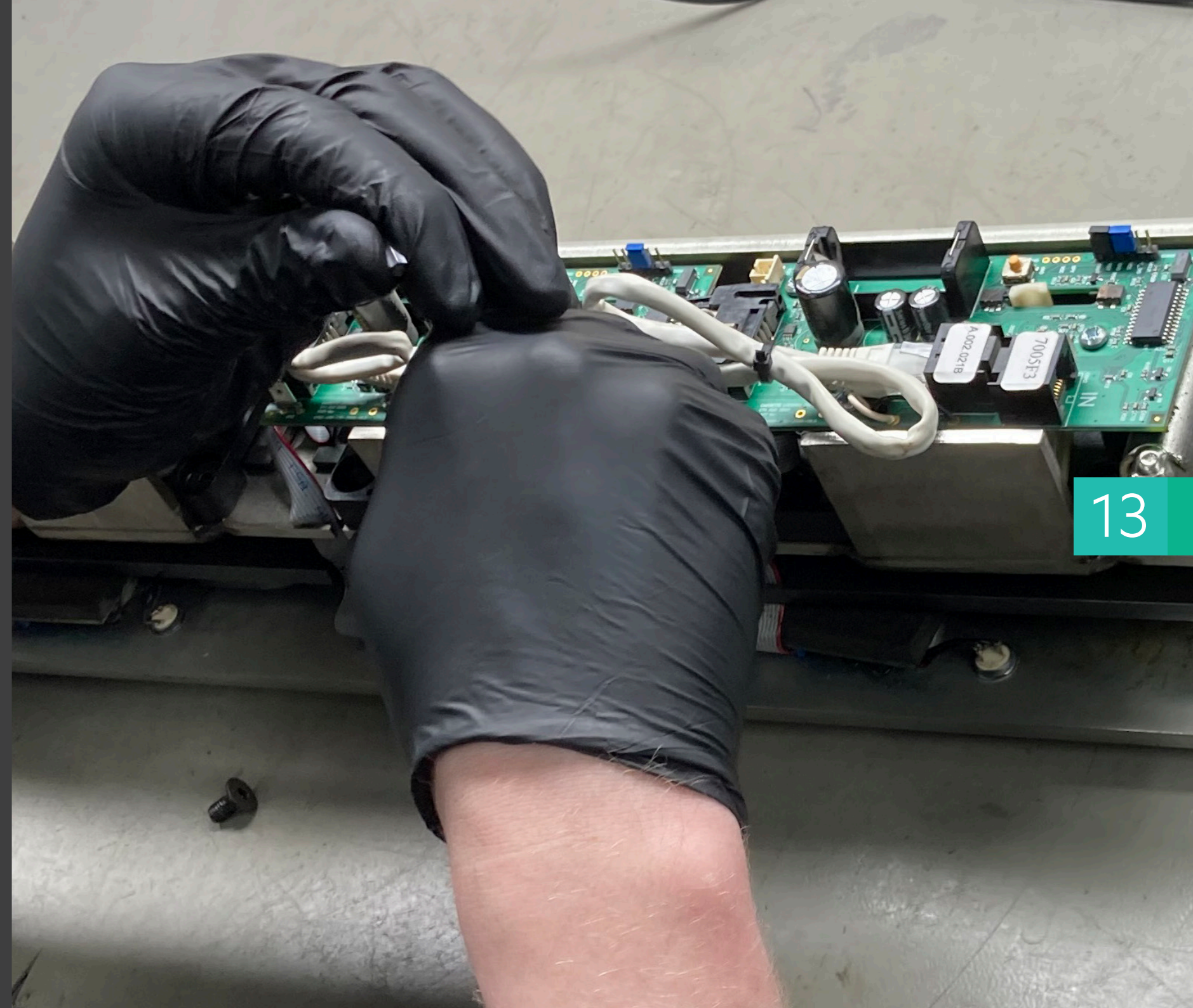
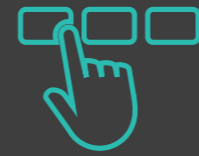
Procurement:

Utilising Cennox's unrivalled supply line and purchasing power to lower cost, procure and manage all needed parts.

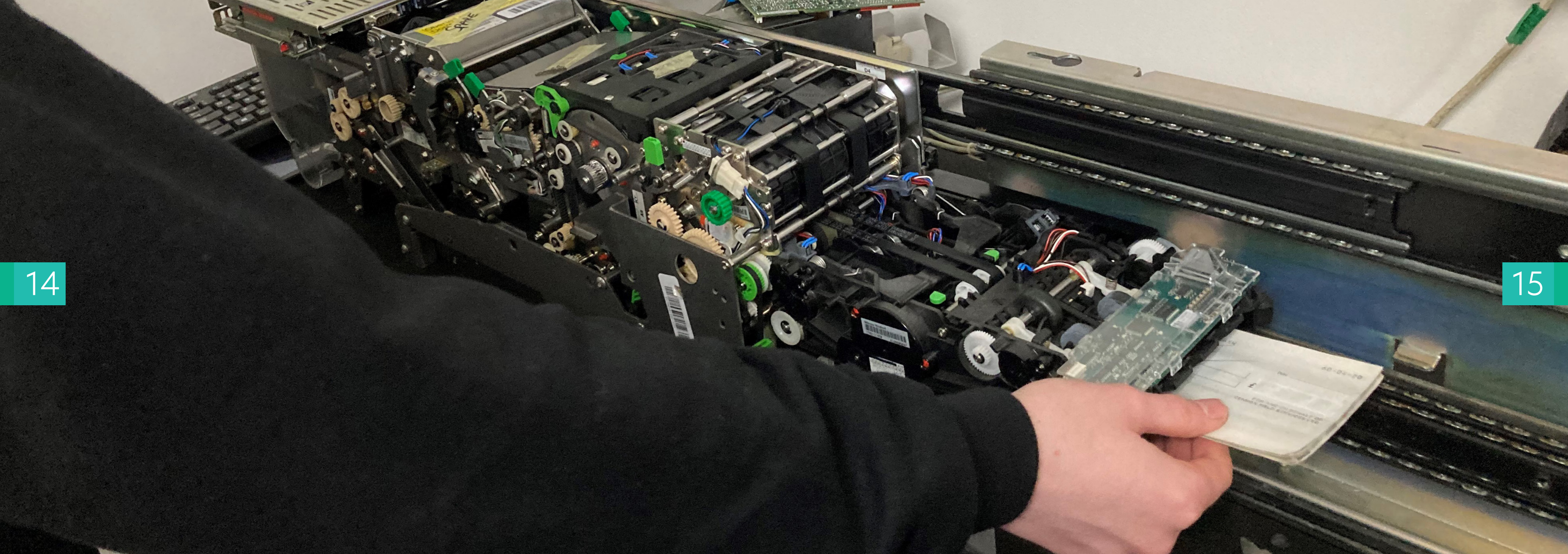
638,000+ individual parts in stock in the UK

3,000+ complete ATMs held in stock in the UK

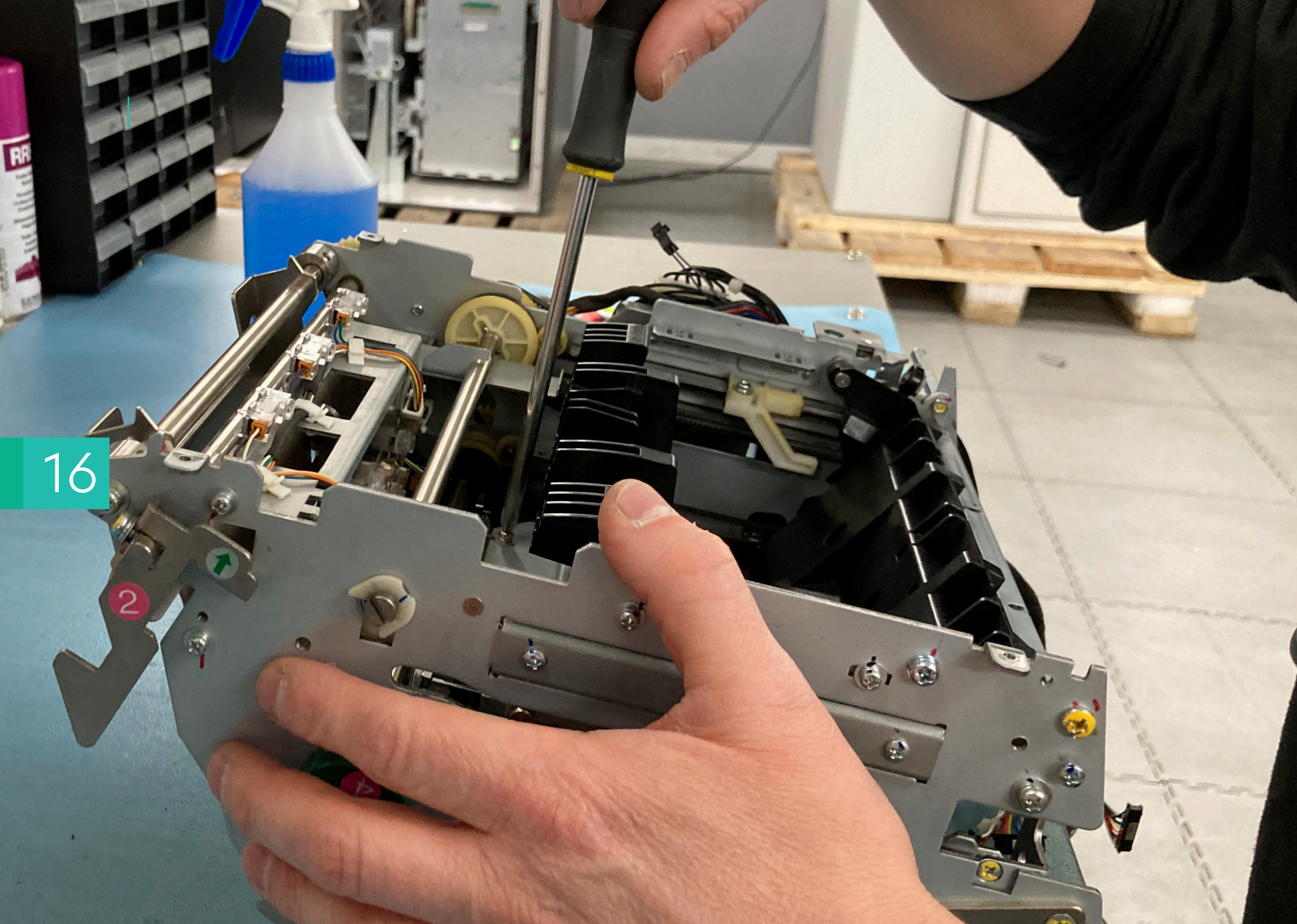
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IAD ENABLEMENT

Cennox's IAD enablement programme has been designed to aid new deployers to kick-start their business, or for existing ventures to expand their current model.

As with all new business and expansions, capital is key. This is where Cennox's IAD enablement programme can help. We offer full finance* models to start or expand your IAD business. From the complete ATM through to all parts provisioning and beyond.

- Independent ATM Deployer Programme
- Project set
- Site surveys undertaken
- ATM configurations agreed and machines built to specification
- Boot kits created
- Initial seed stock made up and added to customer or Cennox central locations
- Customer or Cennox FSL/PUDOs stocked
- Machines installed and commissioned
- Customer or Cennox Help Desk confirm machines online
- Continuous stock monitoring and replenishment
- FLM and SLM activities
- Technical support

30+ full ATMs per month completed

Taking a collaborative approach to your business model, we can provide an end-to-end solution to guide you through compliance and technical hurdles along the way.

With a multitude of possible enablement scenarios already available from Cennox including full managed estates, parts placement services, vendor owned inventory, procurement services and one rate options, we can tailor a solution to meet your needs.

1500+ module repairs per month completed

*Finance available, subject to status. Details available on request.

IAD ENABLEMENT - CASE STUDIES

“ Independent ATM Deployer - Worldwide Deployer

Cennox was approached by customer A to help them expand their estate size by over 150 ATMs. Each of these ATMs was to be customised to the customer's specifications. These customisations were to include such things as full weatherisation, heating and branding amongst others.

Due to the size of the order, the customer opted to use Cennox's finance options to procure the full estate expansion. This meant that over the period of the contract only one single fixed payment per month was required. This not only helped remove the need for a single large capital expenditure, but helped them to control their budget and let the ATMs start to pay for themselves in this duration.

“ Independent ATM Deployer - UK&I Deployer

Cennox was contacted by a potential IAD. They had all the sites already in place, but needed the hardware and software support to start their IAD business. As Cennox offers the full suite of ATM services, all from our own in-house teams and manufacturing facilities, Cennox worked with the customer to not only provide all of the complete ATMs configured to their needs, but to also design and build a brand identity and incorporate that into their ATM surrounds.

With the ambitious scale up of the estate, and with using a mix of OEM ATMs, Cennox was the natural choice for their roll-out, installations and ongoing spares support.

The customer also took advantage of being able to spread this cost over a fixed period with Cennox, which in turn meant that aside from the already ambitious estate size, further ATMs were also ordered as the issue of capital was negated.

“ Independent ATM Deployer - EU Deployer

A deployer in the EU was looking to refresh and upgrade their estate. Knowing that they wanted a cost-effective but robust solution using refurbished ATMs, they contacted Cennox to see what could be offered. Cennox took back their old ATM estate to help them realise the remaining value of the ATMs and provided them with the upgraded and configured to their needs refurbished ATMs. They also awarded Cennox the installation and maintenance of their estate. With the new fleet of ATMs, not only did they get an industry leading warranty, but also a future trade-in value on their new fleet for as and when they would like to refresh or upgrade again. This has given them two revenues on their fixed assets without any further time or investment.

“ 80,000+ square feet of warehouse space used in the UK

“ 30 sales support lab repair technicians and engineers in the UK

“ 6 languages spoken

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ATM PARTS SALES/ REFURBISHED ATM SALES/ ATM REPAIRS



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REPAIR SERVICES

- Cennox's in-house repair services are an essential part of our offering. With our own teams of repair technicians and engineers there is less downtime waiting for a part to come back through the defective loop and back into active service. Along with the reduced downtime is reduced cost as our repairs are not outsourced. With buffer stock held on all agreed parts, we never knowingly under or overstock helping to control costs at all given times.
- Supporting more OEMs than any others, our breadth of support for you and your estate is unrivalled.
- Our repair centre is probably one of the best supported in the business. As an OEM of multiple ATM products and having purchased Diebold UK and Ireland along with being authorised repair partners to other OEMs, our repair centre has benefited from the internal and external expertise and knowledge, and implemented this to create a world class repair centre.
- Standing by the quality of our repairs, we offer warranties on refurbished machines and modules of up to 12 months for our customers.
- With a large well staffed and highly trained repair centre, we have the capabilities and capacity to meet the needs of the largest projects.

100+ sub stocking locations globally

6,000+ active part line items in the UK

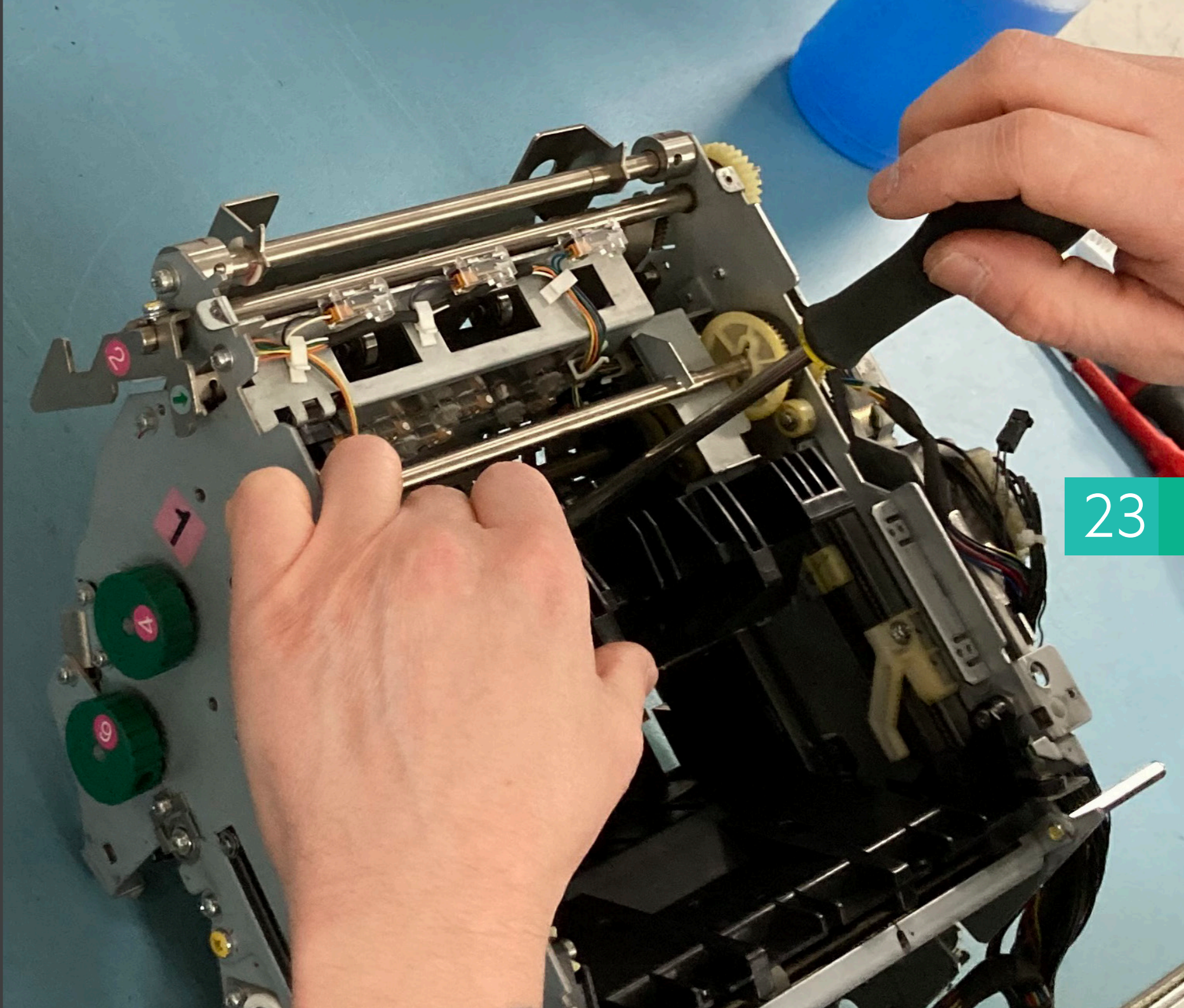
- NCR
- Diebold
- Wincor Nixdorf
- Diebold Nixdorf
- Hyosung
- Arca
- Consillion
- Glory
- Keba
- Cennox Lockpoint Gryphon
- Lincsafe
- Cennox 3SI
- Triton
- Cennox ASD Security
- SQS Security Qube System

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| FULL ATM REFURBISHMENT

Our full ATM refurbishment service takes back your ATMs either for a refresh and upgrade, or for full replacement with an already refurbished or new model to allow your estate to continue to run at its full capacity.

If sending in machines for refresh or replacing, using our own in-house data bearing device (DBD) shredder which is capable of cutting at 1mm intervals, your DBDs will be fully destroyed in-line with the highest security standards and requirements (DIPCOG, NATO, NSA, EADMS, DIN66399) without ever leaving our building.

Upgrades and customisations on a hardware or software level are day-to-day activities in our custom-built ATM refurbishment section.

With dedicated lines or cellular connections, our staging team can put your machine online as part of the refurbishment process.

With no outsourcing, our in-house team can design and fit your wraps, signage and decals along with providing the ATM in a colour and finish of your choice.

This means that your ATM is ready to be installed by your, or our own professional in-house IMAC and customer service engineer team. We can take your customers through SOD and EOD procedures upon installation and provide all necessary paperwork.

Cennox provides what is probably the most complete ATM refurbishment service from its headquarters in the UK.

“ 16 years of specialised ATM parts supplying ”

- Full electromechanical capabilities
- Board level repairs
- In-house professional spray booth
- Software staging of your ATM
- Complete range of ATM security solutions installed
- Technical support on all Cennox products
- Your own branding, wraps, decals and signage all designed and built in-house
- Part sourcing
- Part manufacturing and remanufacturing
- Upgrades

| AN INTRODUCTION TO CENNOX Cennox is your solution

Our solutions can be born from looking at efficiencies in the workshop and the field, to technical solutions that harden our repair solutions over and above what is commercially available.

From products for the field, such as the MFT1 to the dedicated PSU load testers for the workshop.

We design, we develop, we deliver.

Cennox is unique and our heritage is pedigree.

**ONE SUPPLIER,
SO MANY SOLUTIONS.**



WE ARE CENNOX

SOLUTIONS DELIVERY SPECIALISTS

From ideas to implementation

Cennox is unique in the eyes of our clients. Multi-vendor, cross sector and innovative in the solutions we provide. Our in-house capabilities and passion to truly deliver an end-to-end service is enabling us to help our clients drive change through their business.

From nationwide installation services and technical hardware procurement, to implementing security solutions, signage projects and facility transformation, Cennox improves our clients' project cost efficiencies, provides choice and delivers products and ongoing services to enhance the operations of their business.

Represented worldwide with offices in the UK, USA and mainland Europe, we are trusted by customers across the banking, retail, hotel, restaurant, airport and government sectors.

For more information about any of our products or services, please call us on: +44 (0) 1276 607 270 or email: uk.partsales@cennox.com



OUR MISSION:

To develop the solutions today that will support our customers tomorrow. To lead the industry with our spirit of innovation, invention and inspiration.

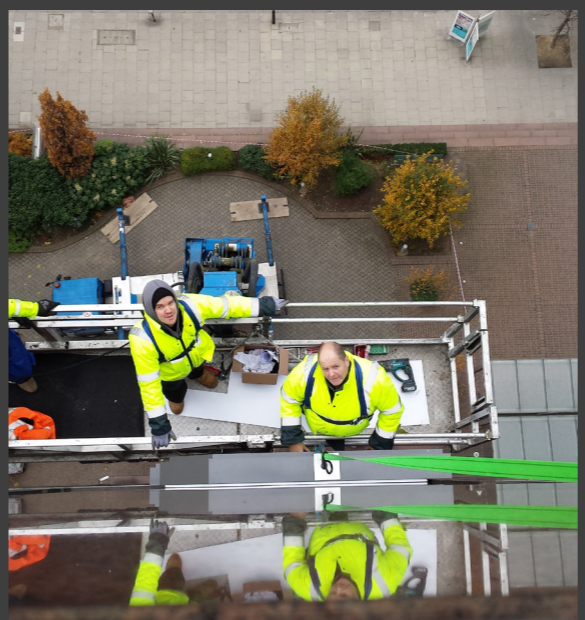


| SUPPORTING CLIENTS WORLDWIDE Skilled, resourced and ready to go.

Capability and capacity are key in the selection of project partners. With a one-stop shop approach, Cennox's UK Part Sales team are on hand to support your ATM project

Managing large project roll-outs or single site projects, our in-house teams excel at delivering the complete end-to-end service for our customers.

For more information about any of our products or services, please call us on: +44 (0) 1276 607 270 or email: uk.partsales@cennox.com



| GLOBAL COVERAGE

Overseas Offices

Cennox is a UK born business but globally focused. With five locations across the UK, we also have offices in Brussels, Stockholm, Russia, California, Atlanta, Montana, Missouri, Ohio and Florida.

Cennox is your solution

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