



Document:

Case Study – Post Denmark

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Case Study - Post Denmark

Background: Post Denmark Management decided during EARLY 2006 to do a Teller Counter Refresh in all of its Post Offices throughout Denmark.

Rationale for Post Office Teller Counter Refresh:

- Speed Up Customer Queuing through the introduction of a new Teller Keyboard programmed via integrated macro key switches on the keyboard to drive the Post Office Retail Application in the fastest possible way in order to increase the efficiency and speed of the teller function.
- Provide EMV Chip & PIN Payment Card Services at the Teller Counter.
- Provide Teller Operator Secure Log-on.
- Provide “Future Proofing” for future services through Secure Remote Programming utilising ETS eKrypto™ secure architecture and software.

Way Forward

Phase 1 (Teller side of the counter).

The Post Office installed during late 2006 and early 2007, 1,300 Custom Payment Keyboards designed with leading edge ETS hardware and software architecture and supplied ETS eKrypto™ SDC (Secure Device Communication) software with “Future Proofing” and Secure Remote Programming.

The keyboards also had a Magnetic Stripe Reader and EMV Smart Card Reader for Card Payments and a second Smart Card Reader which could be used for secure Teller log-on and other services such as PKI, etc.

Phase 2 (Customer side of the counter)

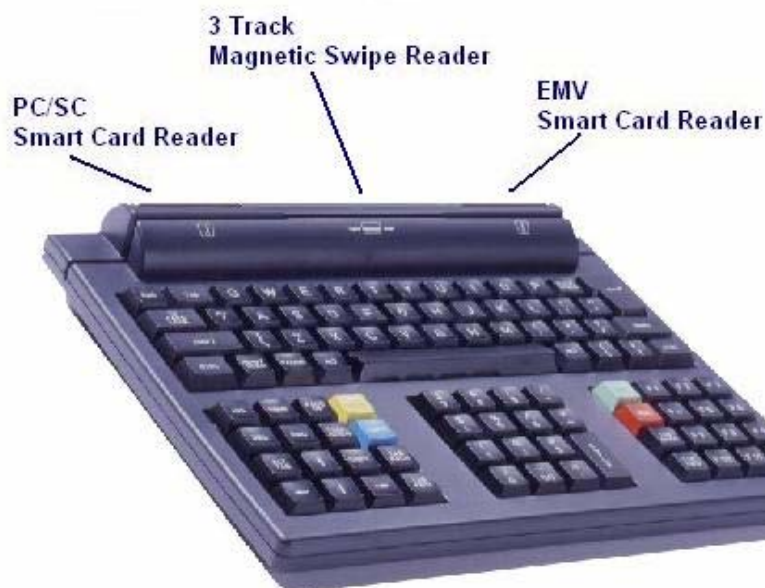
This phase is to introduce PIN Pads in order to complete the EMV Chip & PIN on the customer side of the counter and will also include other associated services such as “Key Support Hardware”. This phase is expected to be signed off during 2008/2009. The ETS eKrypto™ SCR PIN Pad has been tested by Post Denmark and ETS will be bidding for this business.

The key points that set the ETS offering apart from competitors were:

- One Stop Shop - ETS provide all hardware, software and security (PKI)
- One Stop Shop - Allows for more straightforward administration
- One Stop Shop - Allows for smoother install and seamless integration
- Maintenance - Huge savings as all ETS devices remotely programmable
- Maintenance - Huge savings as all ETS integrated devices serviceable by 1 team
- Maintenance - ETS only use best of breed components ensuring longevity & reliability
- Future Proof - All ETS devices securely remotely programmable and upgradeable
- Future Proof - Application changes only require change of applet on server
- Future Proof - Solution can have up to double life of competitors due to future proofing
- Security - Each device has individual PKI certificate
- Security - Each device has unique serial number for authentication and traceability
- Security - Each device can securely store PKI and 3 DES keys
- Security - Device will only act on receipt of trusted signed applets

These benefits ensured that ETS met the Post Denmark business needs for a best of breed solution with a value proposition. The fact that this solution may have up to double the life of its competitors, is remotely programmable and offers significant maintenance savings ensures that the cost of ownership of this solution is unrivalled.

Post Denmark Custom Compact Teller Solution



Phase 2 EMV2000
PIN Pad Required

At the teller position the POS Compact Modular Post Office Keyboard is specifically designed for retail post office applications. The unique, integrated, design allows an easy migration and a cost effective path for post offices changing, or upgrading, their teller platform, especially when implementing smart cards.

ETS continue to work closely with Post Denmark providing hardware and software support and annual maintenance.