

sQuid case study: thebigword

A cost-effective cashless solution for your business

The decision to change supplier can be fraught with difficulties, but technology-driven language communications leader, thebigword, decided change was necessary as their staff were spending over two hours a day troubleshooting issues with the cashless payment system. thebigword turned to sQuid for a better solution and a seamless transition, resulting in improved sales, increased employee adoption and a vast reduction in costs.

Time for change

Facilities Manager at thebigword, Jake Wilde, knew it was time for a change when he was spending a significant amount of his day, every day, dealing with usability issues associated to their cashless payment system. Jake commented: "I was spending 2 hours a day dealing with issues, taking away valuable time that I needed to spend on other, more important tasks". There had to be a better solution...

All-round improvements with sQuid

After conducting some research on different cashless solutions the market had to offer, Jake contacted sQuid where he shared his requirements in wanting an efficient and easy to use cashless payment system, with fast and powerful reporting.

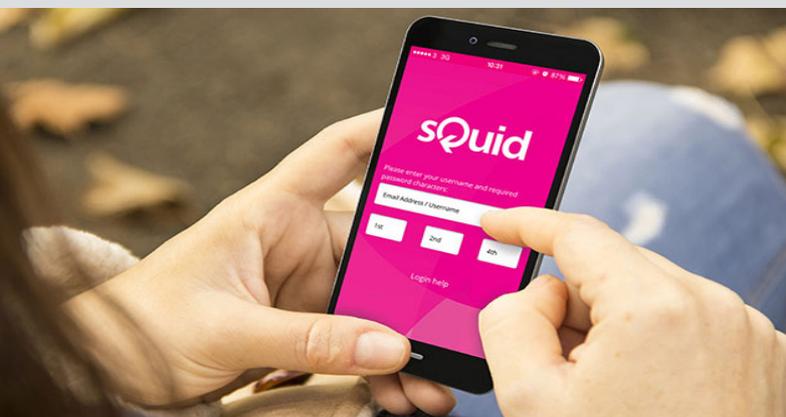
Using nearly a decade's worth of experience in providing innovative cashless solutions, sQuid delivered a biometric payment system for the 350 employees in the office - they simply use their fingerprint to purchase food and drinks in the canteen, or for vending machine payments on-site.

By introducing sQuid at thebigword, Jake has not only seen an increase in sales and employee adoption, but has also **reduced their costs by a staggering 50%** when compared to the previous supplier. sQuid and thebigword are certainly speaking the same language when it comes to cashless payments.



"We are 100% happier with sQuid than we were with the previous system provider."

Jake Wilde, Facilities Manager, thebigword



Why choose sQuid cashless payments for your business?

- Integrate with existing Till & EPOS systems
- Fast & easy settlement of transactions
- Dedicated customer support for your employees
- Reduce employee queueing time
- Improve stock control
- Staff can top up their account and view their transactions anywhere, at any time

sQuid

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