



# H&T Pawnbrokers – Gold Bar Installation

## Installation of Secure 3G Mobile Communications to 80 Stores UK Wide

### Customer Profile

H&T is the country's leading pawnbroker with significantly more customers and a far higher pledge book than their nearest competitors.

H&T has approaching 200 outlets throughout the UK offering a range of services including pawnbroking, second-hand jewellery sales, cheque cashing, payday advances and unsecured loans.

Gold Bar is a brand new concept offering cash fast for unwanted gold at convenient locations in the heart of shopping centres across the UK.

### The Problem

H&T Pawnbrokers has seen rapid growth in their pawnbroking operations and the introduction of the Gold Bar concept has further increased business.

The locations of the Gold Bars, primarily on short-term sites, means that standard network connectivity is not feasible. A remote access solution was needed to provide real time data links to head office for vital business applications such as point of service, branch communications etc. Specific attention has to be paid to the security of sensitive company and client data held on remote hardware, and to the security of the devices.

### The Solution

Working closely with H&T, DU360 and their partners designed a solution to provide remote connectivity using mobile GPRS. The solution provides a secure remote login over VPN and additional software securing the device from unauthorised attempts to remove data or gain network access in the event of a theft.

The initial requirement was to set up, configure and install devices for 60 locations across the UK. The

project was delivered on time to all locations over a one month timescale.

The success of the project has enabled H&T to roll out the solution to a further 20 sites so far and to use the technology to provide an upgraded service to Area Managers and other key business personnel. The solution has benefits for all remote workers within the team. Key Benefits include:

- Connectivity over mobile
- Data security
- Full control over devices
- Rapid deployment
- Flexibility – devices can be used wherever they are needed and redeployed at will

Andrew Lawrence, IT Manager, H&T said:

“the security safeguards and rapid deployment capabilities of this solution have enabled H&T to capitalise on this growing niche within our sector. Knowing that customer data is secure and that we have full control over our operations is key”